


Board of Directors' Meeting 10 March 2022

Agenda item	029/22			
Report	Patient Story – Pam’s experience of a same day discharge hysterectomy			
Executive Lead	Director of Nursing			
	Link to strategic pillar:		Link to CQC domain:	
	Our patients and community	√	Safe	√
	Our people	√	Effective	√
	Our service delivery	√	Caring	√
	Our partners	√	Responsive	√
	Our governance		Well Led	√
	Report recommendations:		Link to BAF / risk:	
	For assurance		BAF 1 and BAF 2	
	For decision / approval		Link to risk register:	
	For review / discussion			
	For noting	√		
	For information			
	For consent			
Presented to:	To be shared at: Same Day Discharge Hysterectomy Focus Group Gynaecology Clinical Governance Meeting			
Dependent upon (if applicable):	NA			
Executive summary:	<p>The storyteller describes her experience of accessing gynaecology services within the Shrewsbury and Telford Hospital NHS Trust, resulting in her undergoing a hysterectomy in September 2021.</p> <p>The Board are invited to watch the film in which the patient uses her own words to describe the events, what was important to her whilst on the treatment pathway, and how this feedback is being used to support other patients.</p>			
Appendices	Appendix 1: Patient Story – Pam’s experience of a same day discharge hysterectomy			
				

1.0 Introduction

1.1 This story captures a patient describing her journey through gynaecology services whilst receiving treatment. The storyteller shares her experience, identifying aspects that went well and providing insight into how the service could change to help patients to prepare for post-operative anticoagulant therapy.

2.0 Background

2.1 The storyteller attended a gynaecology clinic appointment where she learned that she would require a hysteroscopy which was offered on the same day. She describes how she felt overwhelmed with the attention she received during the procedure.

2.2 The storyteller shares the concern she experienced whilst waiting for her follow-up appointment. At the appointment the storyteller and her husband were made aware of the findings and treatment options were discussed with her, resulting in her receiving a hysterectomy.

2.3 The storyteller shares how she felt that it would have been helpful to be informed that she would need to have daily injections prior to the procedure. Whilst she did not struggle with this and had a family network around her, she recognises that this may not be the case for everyone.

2.4 The storyteller was pleased to be able to go home the same day and was provided with a list of contact numbers to access support if needed, which was important to her.

3.0 Risks and Actions

3.1 Following the patient story being captured the subsequent actions have been taken:

- The patient story will be shared with the team involved in her care to highlight the experience from a patient's perspective and reinforce what was important to them.
- The patient story will be shared at the Gynaecology Clinical Governance meeting and plans put into place to address key areas identified for development.
- The storyteller's experience has been captured in a second video that will be used to help raise awareness with patients considering receiving the same procedure.
- Learning taken from the feedback has led to processes being reviewed to inform patients about anticoagulant treatment pre-operatively.
- The feedback on the hospital coffee has been shared with the Catering Team.

4.0 Conclusion

4.1 The Board is asked to note the patient story and take assurance of the work being undertaken to listen to and be responsive to feedback from people accessing services within the Trust to improve patient experience. Learning from feedback and using patient experiences to share and inform others considering the same procedure.

**Director of Nursing
March 2022**