

Board of Directors' Meeting 8 June 2023

Agenda item	050/23		
Report Title	Patient Story – Partnering, Ambitious, Caring and Trusted		
Executive Lead	Director of Nursing		
Report Author	Lead for Patient Experience		
CQC Domain:	Link to Strategic Goal:		Link to BAF / risk:
Safe	√	Our patients and community	BAF1, BAF2
Effective	√	Our people	
Caring	√	Our service delivery	Trust Risk Register id:
Responsive	√	Our governance	
Well Led	√	Our partners	
Consultation Communication	To be shared at the Haematology Governance Meeting in June 2023		
Executive summary:	<p>1. The Board's attention is drawn to sections 2.5</p> <p>2. The storyteller describes how staff encountered during her care and treatment actively demonstrate the Trust values.</p>		
Recommendations for the Board:	<p>The Board is asked to note the digital story, and the storyteller's reflection on their experience of care within the Trust over the last eight years. The teams that she encountered are described as professional, caring and trusted. They worked in partnership with her and external stakeholders to ensure that she was at the centre of her care, reflecting the Trust values.</p>		
Appendices:	Digital Story – Partnering, Ambitious, Caring and Trusted		

1.0 Introduction

1.1 This story captures a member of staff, describing their experience of care as a patient within the Trust whilst receiving treatment over the last eight years.

2.0 Background

- 2.1 The storyteller is a member of staff with over 20 years nursing experience. Following a diagnosis of Myeloma eight years ago, they were referred to the Haematology Team, and have since remained under their care. The Haematology Team explained the diagnosis, and treatment options, resulting in the storyteller feeling supported and respected.
- 2.2 Several cycles of treatment were delivered in an outpatient setting, prior to a stem cell transplant, and the cancer went into remission for a number of years. Monitoring continued with blood tests and a telephone consultation every three months.
- 2.3 Due to a temporary vacancy occurring a locum covered one of the scheduled monitoring appointments. Prior to the following appointment it became apparent that the wrong blood tests had been requested, leading the storyteller to contact the Clinical Nurse Specialist (CNS) Team. The blood test request was amended, and an appointment was arranged to review blood results. The storyteller recognised how responsive the CNS team were to her concern, providing assurance. The storyteller shared the concern with the PALS Team who escalated the feedback to the Clinical Director of Haematology, who responded providing further confidence.
- 2.4 The storyteller subsequently resumed chemotherapy treatment, finding the nursing team clinically skilled, professional, and caring. A second stem cell transplant was arranged, with support from the CNS Team.
- 2.5 The storyteller shares her experience of care, the compassion with which she has been treated, and her observation of staff across the organisation reflecting the Trust values:
- **Partnering** – The CNS Team liaised with the Queen Elizabeth in Birmingham, proactively minimising delays, ensuring a seamless service.
 - **Ambitious** – The Haematology Consultant, Pharmacy and Finance Teams introduced a process to ensure that the self-funded medicine is available when needed to avoid complication or delay in treatment.
 - **Caring** – Staff going out of their way to keep her informed of treatment options, making her feel respected and at the centre of her care.
 - **Trusted** – When a concern was highlighted, it was addressed quickly and professionally, providing the storyteller with reassurance, complete trust and confidence in the entire team.



Partnering · Ambitious
Caring · Trusted