

## Board of Directors' Meeting: 14 December 2023

<b>Agenda item</b>	142/23		
<b>Report Title</b>	Patient Story – Experience of Accessing PALS		
<b>Executive Lead</b>	Director of Nursing		
<b>Report Author</b>	Lead for Patient Experience		
<b>CQC Domain:</b>	<b>Link to Strategic Goal:</b>		<b>Link to BAF / risk:</b>
Safe	√	Our patients and community	BAF1, BAF2
Effective	√	Our people	
Caring	√	Our service delivery	<b>Trust Risk Register id:</b>
Responsive	√	Our governance	
Well Led	√	Our partners	
<b>Consultation Communication</b>	<p>Pharmacy Clinical Governance Meeting: 9<sup>th</sup> November 2023  Emergency Department Clinical Governance Meeting: 14<sup>th</sup> November 2023  Nursing, Midwifery, AHP &amp; Facilities Meeting: 6<sup>th</sup> December 2023</p> <p>To be taken to:  Corporate Patient Experience Group: 18<sup>th</sup> December 2023  Trauma &amp; Orthopaedics Governance:</p>		
<b>Executive summary:</b>	<p>1. The Board's attention is drawn to listening to the storyteller outline their experience through the digital story.</p> <p>2. The risks are:  - Encountering a potential delay in patients accessing medicine  - The possibility of encountering a higher number of complaints if patients are not aware of the PALS service and the support they can provide in mitigating concerns.</p> <p>3. We are currently taking actions to raise awareness amongst staff, and of the PALS service within the community as outlined in section 3.0.</p>		
<b>Recommendations for the Board:</b>	<p>The Board of Directors is asked to:</p> <p><b>Note</b> the report, particularly with regard to actions taken to increase awareness of the Patient Advice and Liaison Service (PALS), and the actions being taken to raise awareness amongst medical teams.</p>		
<b>Appendices:</b>	Appendix 1: Digital Story – Experience of Accessing PALS		

## **1.0 Introduction**

- 1.1 This story captures a patient's relative describing their experience of being discharged from the Trust with the absence of a discharge letter, the impact this had, and how support was provided through accessing the PALS Team.

## **2.0 Background**

- 2.1 The PALS Team introduce the service they provide to patients and the people important to them if they need support in navigating healthcare services or have concerns about their care.
- 2.2 A patient's daughter-in-law describes her experience of being discharged home from hospital. As new medicine had been commenced during her admission, the absence of a discharge letter resulted in her GP not being aware of the medicine she needed to be prescribed. The storyteller liaised with the GP surgery over the telephone and through visiting but did not receive any support in resolving the problem. The patient and her family became increasingly anxious that her condition would deteriorate if the treatment could not be accessed.
- 2.3 When the storyteller discovered the PALS service through the Trust website, she received assurance that the concern was being addressed, describing it as a 'big relief'. She describes the positive experience of accessing the service and receiving support, however, the need to promote the PALS service wider across the community was highlighted.

## **3.0 Actions**

- 3.1 Following the digital story being captured, the subsequent actions have been taken:
- The digital story is being shared in a range of forums to increase staff awareness of the impact that being discharged without a discharge letter can have on a patient.
  - The digital story is being incorporated into future junior doctor's training on discharge summaries, to highlight the impact on a patient when this is poorly written or incomplete.
  - The PALS poster has been updated.
  - PALS information has been shared through the Trust engagement newsletter sent to members of the public to increase awareness of the service.
  - Slides outlining the PALS service have been incorporated in the screens displayed in waiting areas across the Trust.
  - PALS information has been shared with the Volunteer Team, and volunteers across the Trust, to enable them to signpost people who may require support.
  - A PALS session has been scheduled as an 'about health' event to increase awareness of the service with members of the community.
  - An opportunity to promote PALS services across the Integrated Care System is being explored, to increase awareness of the services across health and social care.