

To:	Trust Board
From:	Rachel Overfield, Chief Nurse
Date:	29 th May 2014
CQC regulation:	Outcome 1, 2, 14 and 16

Title:	Patient Experience Story – Labelled An Anxious patient										
Author/Responsible Director:	Ben Hyde, Matron Khazeh Fananapazir, Associate Specialist										
Purpose of the Report:	To describe for Trust Board the experience of care a patient received following cardiac surgery.										
The Report is provided to the Board for: time	<table border="1"> <tr> <td>Decision</td> <td><input type="checkbox"/></td> <td>Discussion</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Assurance</td> <td><input type="checkbox"/></td> <td>Endorsement</td> <td><input type="checkbox"/></td> </tr> </table>			Decision	<input type="checkbox"/>	Discussion	<input checked="" type="checkbox"/>	Assurance	<input type="checkbox"/>	Endorsement	<input type="checkbox"/>
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Summary / Key Points:	<p><u>Introduction</u></p> <p>The Cardiac surgery team has embraced feedback from patients and confidently responds to negative patient feedback regarding care following their cardiac surgery, to ensure service and care developments are in line with patient opinions.</p> <p><u>The Friends and Family Test</u></p> <p>In April 2014 40% of patients completed the Friends and Family Test on ward 31 at the Glenfield. Of these:</p> <table border="1"> <thead> <tr> <th>Promoters</th> <th>Passives</th> <th>Detractors</th> <th>FFT Score</th> </tr> </thead> <tbody> <tr> <td>13</td> <td>3</td> <td>0</td> <td>81.3</td> </tr> </tbody> </table> <p><u>Experience of Care Following Cardiac Surgery</u></p> <p>A patient whom had cardiac surgery is captured using audio feedback about their experience at this time:</p> <ul style="list-style-type: none"> • Clinical staff put symptoms of high blood pressure and pain down to anxiety • Labelled as anxious patient • Did not feel listened to and felt that care could have been compromised. • Loss of self-esteem & confidence <p><u>The Future</u></p> <p>The team have shared and discussed this patient feedback; reinforcing those individual needs of patients must be addressed with sensitivity. Observation of patients whilst respecting their dignity and to avoid labelling of patients as anxious without exploring their concerns.</p> <p>Patients should be sensitively made aware that it is normal to feel low, worried and anxious after heart surgery or being told about a heart condition and that this may occur immediately or</p>			Promoters	Passives	Detractors	FFT Score	13	3	0	81.3
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months later and directed to counselling services as appropriate. Staff have been encouraged and supported to ensure a high level of care is provided at all times whilst meeting physical needs and psychological support of cardiac patients. By alleviating concerns this will empower patients to be in control of choices and on-going life decisions.

Current practice to be reviewed to whether the use of anti-anxiety medication is required in some cases.

Care taken with communication for all team members to avoid patient's feelings of not being listened to and inappropriate labelling which may compromise care.

Recommendations:

The Trust Board is asked to:

- Receive and listen to the patient's story
- Support the improvements instigated in response to this feedback.

Previously considered at another corporate UHL Committee? No

Strategic Risk Register: No

Performance KPIs year to date: N/A

Resource Implications (e.g. Financial, HR): None

Assurance Implications: This paper provides assurance that the Cardiology teams are listening and acting upon patient feedback to improve patient's experience of care.

Patient and Public Involvement (PPI) Implications: Patients are encouraged to share their stories of care within the trust.

Stakeholder Engagement Implications: None

Equality Impact: None

Information exempt from Disclosure: N/A

Requirement for further review? No requirement for further review