

Patient Centred Care in Paediatrics

Author: Liz James - Matron, Deb Baker - Service Equality Manager

Sponsor: Julie Smith, Chief Nurse

Trust Board 2.2.17 – paper D

Executive Summary

This family's story describes how difficult it can be for children with autism to access health services and how, with planning and communication, the whole family's experience can be improved.

Patient Experience

This patient story will be shared via a video link. The family asks "what can you do to make it as easy as possible for my son?" The main points raised are:

- Patient experience is enhanced through a single point of access
- The expectations of the family are not unreasonable (e.g. a quiet area to wait, minimal delays in appointment times)
- Co-ordinated care across departments is possible
- A pre-admission plan which is put into practice on the day is essential for patients with autism

Response to Feedback

Teamwork

This is a good example of health professionals coming together from across the organisation, focusing on the needs of the patient and his family. Each member of the team had clear roles and the goal was achieved through effective planning and communication. Everyone involved was absolutely committed to making this right for the patient and we are proud of what we achieved.

Learning from Patient Stories

Over the past year we have become increasingly aware of the multiple obstacles families encounter when accessing healthcare where a child or young person has autism. Using a Listening into Action approach, our mission is: to **LISTEN** to families; **IMPROVE** patient experience; and **EDUCATE** health care professionals so that this patient group can enjoy Caring at its Best.

Conclusion

The family's intention has always been to improve care, not only for their son but for all children with autism. This is not the end of this family's story; we are continuing to work with them to ensure services are well co-ordinated to provide them with a consistently positive experience.

Input Sought

The Trust Board is asked to:

- Receive and listen to the family's story
- Support our Listening into Action project so that all children and young people with autism can enjoy Caring at its Best

For Reference

Edit as appropriate:

1. The following **objectives** were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Yes
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Yes
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following **governance** initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related **Patient and Public Involvement** actions taken, or to be taken:

This patient story consists of feedback from a patient directly about their experience of care. In response to this feedback the Trust identifies how best practice will be disseminated across the organisation.

4. Results of any **Equality Impact Assessment**, relating to this matter:

This patient story illustrates how staff have adapted processes and services to meet the individual needs of a patient and their family promoting equality of access and care delivery.

5. Scheduled date for the **next paper** on this topic: May 2017

6. Executive Summaries should not exceed **1page**. My paper does comply

7. Papers should not exceed **7 pages**. My paper does comply