

Trust Board Paper D

Meeting title:	Trust Board – Public				
Date of the meeting:	11 July 2024				
Title:	Patient Story – Bryan’s Story: Getting the Fundamentals of Care Right				
Report presented by:	Sue McLeod, Head of Patient Experience & Susan Burton, Deputy Chief Nurse				
Report written by:	Sharon Wilkinson Senior Nurse Patient Experience				
Action – this paper is for:	Decision/Approval		Assurance		Update X
Where this report has been discussed previously	N/A				

To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which
NA

Impact assessment
N/A

Purpose of the Report

This patient story is about Bryan and is told by his daughter Sarah, a UHL colleague.

Sarah wanted to use her dad’s story to show elements of care that in the eyes of the family were concerning.

Sarah talks about her dad having multiple moves: a total of 7.

Sarah describes her dad walking into hospital with 1 stick but having a significant deterioration in his mobility during his time in hospital, this she found particularly concerning.

Sarah also discusses some concerns regarding her dad receiving support with the fundamentals of care which were not as we would expect.

Sarah has supported the creation of this patient story to drive improvements in patient care. Sarah is unable to join us due to planned leave. Sue McLeod, Head of Patient Experience and Sue Burton, Deputy Chief Nurse will join the board to share the learning from this story and steps we have taken at UHL to improve the fundamental standards of care.

Recommendations

The Trust Board is asked to:

- Listen to Bryan’s story
- Participate in the conversation