

TRUST BOARD
25 April 2019

AGENDA ITEM	10.0
TITLE OF PAPER	Patient Story
Confidential	YES
Suitable for public access	NO
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN SUBMITTED	
None.	
<u>STRATEGIC OBJECTIVE(S):</u>	
Quality Of Care	To achieve the highest possible quality of care through learning from the experiences of patient families.
People	Listening to friends and relatives, valuing their contribution to our learning culture.
Modern Healthcare	To use these experiences to allow us to continue to deliver efficient and effective care.
Digital	Understanding how new technology can enhance care pathways.
Collaborate	Understanding how working with patients can improve a patient journey.
EXECUTIVE SUMMARY	
	This story was selected as it allows the Trust Board to hear feedback of a gentleman's journey through Ashford Hospital and how a timely and excellent quality of complaint response can assist in maintaining the positive reputation of the Trust.
RECOMMENDATION:	To Note
SPECIFIC ISSUES CHECKLIST:	
Quality and safety	The story supports delivery of quality care.
Patient impact	Despite a somewhat poor experience Mr B took time to draw the hospital's attention through a complaint for learning. He was very satisfied with the response, what the hospital did in response to his concerns, and thanked the hospital for the quality of their response.
Employee	This story demonstrates a pro-active approach and good quality response by clinical and managerial staff in response to complaints.
Other stakeholder	None identified
Equality & diversity	None identified
Finance	No implications

Legal	No implications
Link to Board Assurance Framework Principle Risk	N/a
AUTHOR	Helen Collins, Head of Patient Experience and Involvement
PRESENTED BY	Sue Tranka, Chief Nurse
DATE	20 June 2019
BOARD ACTION	Receive

This story outlines what positive impacts a timely and good quality complaint response can have for the patient, active learning for staff, including hospital reputation.

Background

Mr B is a 78 year old man who is married with two sons and has three grandchildren. He is a Structural Engineer, which has given him the opportunity to work all over the world, including as a resident engineer on a new hospital in Muscat. He was also involved in a new hospital build in Swindon, as a project design manager. Following his retirement, he has continued working part-time on a consultancy basis from home. Both he and his wife enjoy gardening, walking, cruising, canal-boating, caravanning, and becoming involved with the grandchildren's activities. They also undertake voluntary work with the RSPCA.

Mr B had a total hip replacement around ten years ago, with the other hip replacement being carried out at Ashford Hospital during a two day stay in February 2019. Both operations were performed at Ashford Hospital by Mr Busch, and clinically, both appear to have been successful. On the 1st March 2019, Mr B contacted the hospital to inform of his poor experience he had gone through leading up to and during his admission. He was keen to point out they were not to be seen as 'criticism', but instead, 'constructive comments to help maintain high standards in the hospital'. He was also keen to point out that all the staff he met were polite, helpful and he was made to feel comfortable. He raised issues which he felt could have been avoided, in relation to the following areas:

- Cancellation of an earlier operation, at the point of him being in theatres, due to a spelling error of his name on the request for blood that may have been required during the operation. The Haematology laboratory would consequently not release the blood on this basis.
- Delayed discharge due to availability of medicines to take home.
- Issued with a discharge letter that was for another patient.
- Issued a different size of anti-embolism stockings to use once discharged.

Twenty days after the date of his letter, he received a response from Cathy Parsons, the Director of Clinical Services which was prepared with the help of Jayne Rodgers, Associate Director of Nursing. The response addressed, in detail, all four areas listed above. The response contained an appropriate number of apologies, and detail of what action had been taken to address each of the concerns. Of particular note was the number of the actions that had already been undertaken, at the point of being made aware of the issues through the complaint. The actions included: Training with the blood request process; Working with junior doctors for earlier prescribing times; Discussion at the team meeting of correct discharge checking procedures and reviewing use of stockings in line with national guidance. In a thank-you letter from Mr B, he felt that the response was 'comprehensive', which was 'conveyed to all those involved'.



Ashford and St. Peter's Hospitals
NHS Foundation Trust
