

TRUST BOARD
28th July 2022

AGENDA ITEM	11.0	
TITLE OF PAPER	Patient Story to Trust Board of Directors	
Confidential	YES	
Suitable for public access	NO	
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN SUBMITTED		
None.		
STRATEGIC OBJECTIVE(S):		
Quality Of Care		To achieve the highest possible quality of care through learning from the experiences of families
People		Listening to relatives and friends on this sensitive subject, valuing their contribution to our learning experience, and improving the experience of
Modern Healthcare		To use these experiences to allow us to continue to deliver efficient and effective care.
Digital		Understanding how new technology can enhance the patient experience. Cerner Flow Pathway has been devised
Collaborate		Understanding how working with families who are expert patients by experience can improve the patient journey.
EXECUTIVE SUMMARY		
	This patient story is felt to be relevant for the board to understand how a woman, who accessed services at ASPH NHS Foundation Trust with Mental Health and physical needs, felt about the care she received throughout her admission. The care illustrated a lack of the whole person approach and as a consequence the care impacted negatively on her mental well-being. By sharing her story and giving her feedback the patient is reassured that the Trust has taken her experience seriously and an action plan was created to identify the root causes and identify alternative practices to help improve and inform the care of patients in mental health crisis in the future.	
RECOMMENDATION:	To Note	
SPECIFIC ISSUES CHECKLIST:		
Quality and safety	The story supports delivery of quality care.	
Patient impact	The needs of patients with complex mental health challenges and how when, accessing complex care within an acute setting can result in significant shortfalls. The impact of care that lacks nuanced insight can have a real impact on the patient. Which is why this patient story is being shared with the Board.	

Employee	This story demonstrates how it felt to be a patient receiving psychiatric care as an inpatient and what it felt like to be in the receiving end of a physical restraint intervention.
Other stakeholder	None identified
Equality & diversity	Responding to the needs of patients irrespective of gender, race, age or disability.
Finance	No implications
Legal	No implications
Link to Board Assurance Framework Principle Risk	N/a
AUTHOR	Charlotte Broughton, Head of Patient Experience and Involvement
PRESENTED BY	Charlotte Broughton, Head of Patient Experience and Involvement
DATE	July 2022
BOARD ACTION	Receive

Patient Story Background

DMR had a diverse career experience and in January 2020 she experienced burn out and mental health deterioration including complex PTSD. Her work experience has included working in prison and immigration detention custodial environments, which has given her significant insight into negotiation during challenging situations and appropriate use of force from an operational perspective and as a senior officer supervising use of force by a team.

DMR was admitted to St Peter's on a number of occasions for suicide attempts, overdoses and hip / leg injuries caused by self-harm. On two occasions this left a negative legacy and compounded her mental health and PTSD symptoms. The distressing events include the use of physical restraint, forced sedation and several interactions with clinical staff leaving her feeling worthless.

DMR felt that there was a lack care that considered her as a 'whole person'. She felt she was on a conveyor belt of medical personnel talking about different parts of her treatment i.e., her leg, hip, overdose, psychiatric needs. DMR felt that whilst she was in crisis mode it was unclear to her who they were and what their intention/plan was for her treatment. Derogatory comments were also made from staff.

The use of physical restraint by Security occurred in a public part of the hospital whilst DMR was in a time of dissociation and crisis. She was surrounded by security staff with no individual coordinating the situation which led to further distress and confusion. DMR has significant memories of how it felt physically, the language used, noise of the radios and the smells, the loss of dignity and self-worth which has resulted in this incident impacting on her existing PTSD.

DMR and her husband are encouraged that a robust action plan with clear actions, owners and objectives has been produced in response to her experience and they have welcomed the opportunity to feedback on their experience.

DMR reflects that there was a lack of appropriate facility for sensitive discussions. The Psychiatrist conducted a review on Swan Ward with a Junior Doctor in attendance.

The ward was noisy, and DMR was preoccupied and couldn't communicate easily or hear coherently due to noise. Her request for a private setting was denied as there was nowhere suitable. At the time DMR was unable to verbally communicate and the review ended with the psychiatrist dropping a leaflet on DMR bed.

DMR and her husband are very reassured that her experience at St Peter's has been taken seriously and they welcome the action that has been taken to identify the root causes and identify alternative practices to improve treatment and protect staff and patients. They are grateful to have provided input into this plan.

DMR has agreed that her experience can be written into a HealthCare Play that will be shared as a learning event to help staff reflect on this experience and understand how it felt to DMR be in the receiving end of this care.

- **We want to ensure the Trust learns from the challenging story DMR tells.**
- **That staff have the opportunity to attend training that is insightful and thought provoking and gives the space to understand a complex patient story from the patient's perspective.**
- **We want staff to be permitted time to complete documentation following incidents to help protect patients and help with the investigative process.**
- **For the Trust to maintain open and honest dialogue with patients who share a challenging experience from their health journey.**