

**Trust Board of Directors Meeting
Report Summary**

Date of Meeting: Thursday 07 September 2023 (Public Board of Directors)	
Title of Document: Patient Experience Story	
To be presented by: Emma Sweeney, Acting Chief Nurse	Author: Patient Experience Team
1. Status: For Discussion/Information	
2. Purpose: To share the experiences of patients, relatives, carers and staff at ESNEFT	
Relates to:	
Strategic Objective	SO1: Keep people in control of their health SO3: Develop our centres of excellence
Operational performance	N/A
Quality	Delivering a positive patient and relative experience is a key part of ensuring high quality clinical care. It is key that Board is sighted on direct experience of care, which are both positive and negative; to gain assurance that when a poor experience occurs action is taken to improve.
Legal/Regulatory/Audit	Oversight of patient experience forms part of the Trust's requirements in line with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, specifically Regulation 16: Receiving and acting on complaints, and Regulation 17: Good governance.
Finance	By ensuring a positive patient experience, the risk of ongoing escalation of concerns towards legal claim and financial remedy is reduced.
Governance	As part of a well-led organisation, it is important that the Board be sighted on patient experience stories, in order to connect back information regarding quality and operational performance to patients and families.
NHS policy/public consultation	N/A
Accreditation/inspection	Evidence of the Board's interest in patient experience forms part of the CQC Well-Led review and relates to the relevant fundamental standards as evidenced above.
Anchor institutions	N/A
ICS/ICB/Alliance	N/A
Board Assurance Framework (BAF) Risk	BAF Risk 4: If ESNEFT does not have the correct quality assurance mechanisms in place, then it may fail to maintain or improve the quality and safety of patient services, resulting in poor patient care, increased health inequalities, experience and potential harm.
Other	

3. Summary:

Wendy served as a police officer for over 30 years. Her experience started in November 2022 following a routine mammogram. Having received a recall letter, Wendy was not overly worried.

Wendy had two biopsies and a further mammogram followed up by a consultant appointment along with the nurse specialist.

Wendy was then diagnosed with triple negative breast cancer, stage one, grade 2. Wendy started chemotherapy on 09 January 2023.

Wendy described her experience of the nurse taking her hand; she felt cared for and looked after. She described this as incredible.

Wendy had a full body MRI scan due to her fears. Wendy felt that everyone was kind, caring and super supportive.

The atmosphere on Woolverston was described as a place that is happy, bright and sunny.

Wendy had surgery where her great experience on this very difficult journey continued and was made to feel like she was a priority.

Wendy described the treatment as platinum. All staff have been sensitive and full of compassion.

Wendy does not know how her journey will be but she is more confident because of the care and compassion she has witnessed and received.

4. Recommendations / Actions

For the Board to note the patient experience.