


Agenda Item: 6.0

<p>Governing Body <i>held in public</i></p>	<p>Report</p> <p>Date of Meeting: 3 May 2018</p>
--	---

Report Title	<i>Patient Story</i>		
Report Author	Presented By	Responsible Director	
<i>Sarah Frisby Senior Communications and Engagement Manager</i>	<i>Jane Meggitt Director of Governance, Risk and Corporate Services</i>	<i>Jane Meggitt</i> Signature: 	
Purpose for presenting report	<i>This report outlines a patient experience as he talks about his experience of stroke and how the early Support Discharge Team made a difference to his care once home.</i>		
Action Required:	For information only		
Approval Route:	N/A		
Further Assurance:	No		
Which Strategic Objectives does this report provide evidence for?			Please Tick √
We will commission high quality, safe and sustainable models of care that deliver effective clinical outcomes and patient experience using evidence based decisions and best practice			√
We will ensure that there is a financially sustainable and affordable healthcare system in Bedfordshire.			
We will lead, engage and operate as an effective place based and STP wide system partner to achieve greater integration of care delivery.			
We will support local people and stakeholders to have an influence on services we commission to ensure our decisions are informed and shaped by local views and insights.			
We will operate and manage our Governing Body to the highest standards of accountability and transparency.			
Implications/Assessments	Yes	No	N/A
Have any financial implications been signed off by the Chief Finance Officer?			√
Have any quality implications been signed off by the Director of Nursing & Quality?			
Have any privacy implications been signed off by the Head of Information Governance?			
Have any conflicts of interest implications been signed off by the Corporate Office?			
Have any public engagement implications been signed off by the Head of Communications & Engagement?			
Has an Equality Impact Assessment been carried out?			
Key Risks	N/A		

Executive Summary	A grateful patient talks about his experience of stroke and how the Early Support Discharge Team made a difference to his care and recovery.
--------------------------	--

Introduction

A recent experience of a stroke patient, demonstrates the importance of the Early Support Discharge (ESD) team and how it can aid patient recovery.

Discussion

A patient, who asked to be kept anonymous, shares his experience when he had a Stroke:

“To stand here and have to say that I had a stroke is still a huge shock for me. I don’t smoke, drink, I wasn’t overweight, I was only 61 – there were no signs to say I was at risk of stroke.

I was spending the day with my friend when I suddenly became unresponsive. I am known as a bit of a joker, and to begin with, he thought I was larking around. When he realised I wasn’t – he bundled me into his car and took me straight to Hospital.

The hospital care was excellent and they had placed me on the stroke ward within 50 minutes.

My stroke resulted in some physical difficulties, but my biggest challenge was speech. I just couldn’t put a sentence together.

As soon as I was well enough for the Doctors to be considering my discharge, they started to plan the continuation of my therapy. Three lovely members of staff came to see me from the Early Support Discharge Team (ESD) and put a package of therapy in place for me - an hour every day (Monday to Friday) for six weeks.

My care was provided by Zoe and Jeanette – initially by Zoe and then when she went away on holiday, by Jeanette. I would say that 80% of my speech therapy has been with Jeanette – and I have to say she has been great. She has stuck with me through the good days and the bad days, she has supported, encouraged and helped me – and has never been afraid to give me a kick up the bum if I needed it! My partner, Lorraine and I will be forever in her debt

These days, my speech is getting better - not fast enough for me, but that’s because I’m not the most patient with myself. People tell me that my speech is better every time they see me and that makes me feel good. I am back at work and I am enjoying life with my beautiful partner, wonderful family, including two grandchildren that I adore.

I genuinely don’t think I would be this fit and well today if I hadn’t had access to the ESD Team. I would like to say thank you for your professionalism and caring – and please, please continue the vital work you all do.”

END