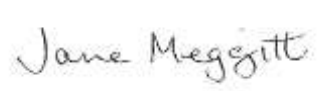


Agenda Item: 6.0

Governing Body <i>held in public</i>	Report Date of Meeting: 5 July 2018
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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>In recognition of the 70th Birthday of the NHS, we asked patients to share their stories with us, explaining why they love the NHS.</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	<i>In the lead up to the NHS 70th Birthday celebrations we have been speaking with the NHS Retirement Fellowship about their time in the NHS and have asked Bedfordshire residents why they love the NHS and to share their stories with us. We have been delighted by the response with</i>		

	<i>people sharing stories that are very personal to them about the care they have received from the NHS in Bedfordshire. We have published the stories and have worked with local media to highlight the amazing work the NHS does every day and the dedication of the staff that work in healthcare. One such story is detailed in this paper along with the views of the Fellowship.</i>
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Introduction

In the lead up to the NHS 70th Birthday we have been speaking with patients and staff about their experiences of the NHS and the reasons why they love the NHS and feel proud of the services it provides. At a recent meeting, the members of the NHS Retirement Fellowship shared their feelings and views on the NHS, how they felt working for the NHS and their hopes for its future.

Discussion

In April 2018, members of the communications and engagement team attended a meeting with the NHS Retirement Fellowship for Bedfordshire.

A discussion took place about the fact that the NHS was celebrating its 70th birthday and we asked the members what the NHS meant to them. We asked the group to provide one word in answer to three statements:

- Use one word to describe the NHS
- Use one word that describes how you feel about having worked for the NHS
- Use one word to describe your hopes for the future of the NHS.

The responses are shown overleaf in the form of word cloud posters.

In a time of celebration for the NHS, we believe it is important to take some time and reflect on the work that the NHS staff do, the dedication they bring to their jobs and the patients that they help. And to recognise the commitment shown by those who have and are working in the NHS – thank you.

One such patient who benefited from the dedication of NHS staff and has experienced excellent care is Dee Dillistone.

Dee is a busy working mum with three children and she is grateful to the NHS for the excellent care she received when she broke her back.

Two years ago, Dee Dillistone had a fall while she was out. It was clearly serious and an ambulance was called.

Dee explains: “At the time, although I was in a lot of pain, I didn’t really understand the serious nature of my injuries. A paramedic car came along first, and I was assessed and given gas and air for the pain. The paramedic then called for an ambulance and I was taken to the A&E department at Bedford Hospital. I was very anxious, and afraid, but the clinical staff kept very calm throughout which really helped me.

Once we arrived at A & E, I was seen and x-rayed reasonably quickly. Given that my accident took place on a Saturday night, I hadn’t expected to be cared for so quickly. The clinician who saw me was very calm when he told me the news that I’d broken my back. This was of course a shocking thing to hear and I was worried about how I would cope and be able to look after my children.

During my four day stay on the ward, staff kept me up to date with what was happening, and I was also allowed visitors outside the usual visiting hours for emotional support, such as my vicar, which is something that I really appreciated.

Within a day, the consultant had explained to me that the fracture was not the type to have a risk of paralysis and I was safe to move around. This reassurance and clear information was very helpful.

My pain medication was well provided, and a physio team taught me how to walk safely on crutches. Before being discharged home, additional x-rays were required by Addenbrookes Hospital in Cambridge, where my condition would be reviewed. When faced with a delay at the x-ray department, the young female consultant found a wheelchair and took me for the x-ray herself so that I would be able to go home to my young children without any more delay.

I got home with a bag full of medication, a copy of my referral notes and a linked appointment for Addenbrookes to see the spinal specialist for review.

As a mum of three, I was most worried about the children and about getting back to them, and the hospital staff respected this.

Although this was quite a traumatic experience, I felt involved in my care throughout, was kept well informed and was asked about what was needed thanks to the care and kindness of NHS staff.”

Thankfully, Dee has made a complete recovery.

END

