

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 31 January 2022
Title:	Patient Experience Story – From Nurse to Patient: Julie’s story
Responsible Director:	Joanne Edwards, Director for Acute Services
Report Author:	Laura Harvey, QI Lead for Patient Experience

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

During the first lockdown, and at the very beginning of the covid pandemic in 2019, Julie was admitted to the Critical Care Unit within University Hospital Ayr, having contracted Covid 19.

Julie’s story shares her experience, as a member of staff, of how she felt being an inpatient with Covid 19 at such an unprecedented time. This was Julie’s first experience of being an inpatient.

The story highlights the progress NHS Ayrshire & Arran has made in developing our staff wellbeing services during the pandemic.

2.2 Background

Julie is a registered nurse who works within the Orthopaedic Outpatient Department within University Hospital Ayr, where she has worked since the hospital first opened.

In her story, Julie shares her experiences as the first member of staff to be hospitalised in the Critical Care Unit after contracting Covid 19 and her subsequent recovery and return to work.

2.3 Assessment

Julie's story highlights the impact staff can have, both positively and negatively, on the patient experience for existing staff members.

Julie appreciated that she was admitted right at the start of the pandemic when it was uncertain how the situation would progress and states that she is very grateful for the fantastic care she received from all members of staff who looked after her as an inpatient, many of whom she noted were working out with their normal working environment. Julie is also appreciative of the support she received from her line manager, colleagues, Occupational Health etc., following her discharge

Julie was not aware at that time how to access support as she recovered and on her return to work, but did find Occupational Health colleagues to be very helpful and she was able to access psychological support quickly when referred.

Julie found her colleagues and line manager to be very supportive.

2.3.1 Quality/patient care

All staff in the wards were very kind and compassionate, providing a high quality of care, especially under the unprecedented circumstances they found themselves in.

Julie's story is being shared with all staff involved in her care and has already been discussed with her Clinical Nurse Manager.

Julie's story highlights the importance of ongoing support for our staff following critical illness and this was recognised relatively early in the pandemic across NHS Ayrshire & Arran. As a result, a range of wellbeing services were implemented which have provided much needed support to all our staff. This has included;

- The development of a Staff Hub providing psychological support and a listening service for all staff affected in any way by the pandemic
- Staff Sanctuaries – calm and peaceful areas for staff to have a break or time out from the busy ward environments

Julie's story has been discussed and shared with our Staff and Person Centred Care Lead to ensure that Julie's and other staff members' experiences can help inform any future developments of our staff support and wellbeing services.

2.3.2 Workforce

Julie encountered many staff from differing departments during her stay, from all the staff taking care of her on the ward, through to her line manager, colleagues, GP and Occupational Health following her discharge.

Each of them had an important role to play in her journey as an inpatient and also for support during her recovery period.

This story highlights the impact of critical illness on staff and how important it is for us to recognise this and to ensure we have a range of support services available to support staff in their recovery. Staff are our single most important asset and it is

important that they feel valued and supported, especially during challenging and unprecedented circumstances such as those we have faced during the pandemic.

2.3.3 Financial

No financial impact.

2.3.4 Risk assessment/management

No risk identified.

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual.

2.3.6 Other impacts

- Best value
 - Use of resources
 - Consider the impact on staff when they are being utilised out with their own areas of expertise during unprecedented time of demand to ensure that best value is achieved for them.

- Compliance with Corporate Objectives
 - Safe, Caring and Respectful
 - Review our organisational response to critical illness in staff
 - Consider our staff care mechanisms for staff to support return to work after critical illness

2.3.7 Communication, involvement, engagement and consultation

This patient story is presented for awareness and to support learning and improvement across our services and for all staff providing care during the pandemic, or supporting colleagues following critical illness.

Julie is interested in doing what she can to share her experience if it will be of benefit to other staff members in a similar position, or those supporting others.

Whilst it is important that staff feel supported on return to work, it is also important to note that due to patient confidentiality, Julie's illness and admission would not have been discussed beyond her immediate line manager.

2.3.8 Route to the meeting

This is the first time this story will be shared beyond those staff members directly involved. The story will be shared locally initially, then more widely to support improvement.

2.4 Recommendation

For awareness. Members are asked to watch this story for their information.