

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 23 May 2022
Title:	Patient Experience: I Wouldn't Change One Bit of My Stay – Mandy's Story
Responsible Director:	Joanne Edwards, Director of Acute Services
Report Author:	Laura Harvey, QI Lead, 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

This story outlines a patient's experience as an inpatient within the Gynaecology Ward, Ayrshire Maternity Unit. The patient has chosen to share her experience in digital story format, and in her own words. The video has been narrated by a member of the Patient Experience Team.

2.2 Background

Mandy was admitted to the Gynaecology Unit within the Ayrshire Maternity Unit for a hysterectomy. She received excellent, person centred care during her stay and got to know the staff who cared for her. Following discharge home, Mandy developed a sepsis and was airlifted from Arran and readmitted to the same ward.

Mandy's story highlights the positive impact staff can have on a patient's care journey and how little acts of kindness can have a significant positive effect on the patient experience.

2.3 Assessment

This story demonstrates the importance of staff interactions with their patients and how a smile or a kind gesture is essential when delivering truly person centred, compassionate care.

Sharing positive feedback with staff is just as important as sharing learning from negative experiences as we can learn from both good and bad examples of care.

2.3.1 Quality/patient care

In this case, the patient received excellent person centred care. She is very grateful to all the staff on the ward and for everything they did to make her well.

2.3.2 Workforce

This story highlights that every part of our workforce can have an impact on our patients. Immaterial of role, everyone contributes in some way to each patient's experience.

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

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 impact

- **Best value**
Demonstrates the importance of staff interactions with patients in helping to ensure the best possible patient experience
- **Safe, Caring & Respectful**
Mandy's story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey.

2.3.7 Communication, involvement, engagement and consultation

This patient story will be shared across acute services to highlight this patient's positive experience. It has already been shared with the service managers and clinical staff involved.

2.3.8 Route to the meeting

This story has not been heard at any other meetings

2.4 Recommendation

Members are asked to read this story for their information

- **Awareness** – For Members' information only.