

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 3 October 2022
Title:	Patient Experience: Thank you NHS, A Patient's Journey – Phyllis' 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 journey from initial contact with Primary Care through to Acute Care and discharge.

2.2 Background

Phyllis is a Hospital Volunteer who provides support to the Volunteer Café and shop within University Crosshouse, which she has done for many years.

Phyllis attended her GP with a worsening tremor in her hands at the request of her daughter. Blood tests however revealed that Phyllis had bowel cancer and Phyllis wished to share the experience of her journey – not to focus on the impact this sort of diagnosis can have, but rather to highlight the prompt treatment and exceptional care she received from all healthcare professionals she met on her journey.

2.3 Assessment

Phyllis' story highlights the importance of prompt and effective team working across Primary and Acute Care and how this can have a significant positive outcome on the patient's journey.

Sharing such 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 prompt attention from healthcare professionals, which resulted in excellent patient centred care and a positive outcome. Phyllis is very grateful to all members of NHS staff that she came into contact with during her journey.

2.3.2 Workforce

This story highlights the importance of effective communication between healthcare professionals across Primary Care and Acute Services and the positive impact this can have on a patient's journey and overall 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 effective interactions between healthcare professionals in helping to ensure the best possible outcome for patients

- **Safe, Caring & Respectful**

Phyllis' 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.

2.3.8 Route to the meeting

This story has not been heard at any other meetings

2.4 Recommendation

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