

Trust Board Patient or Staff Story

Trust Board	Item: 1
Date: Each Trust Board in Public	Enclosure: Trust Board Story
Purpose of the Report: At every Trust Board meeting in public we hear a patient, career, volunteer or staff story. The purpose of hearing the patient or staff story is to connect with patients, relatives and front line staff on an emotional level, understand the impact of that experience and to identify if there are issues that are on today's Trust Board agenda to which the issues raised may be pertinent or supportive of discussions.	
For: Information <input type="checkbox"/> Assurance <input type="checkbox"/> Discussion and input <input checked="" type="checkbox"/> Decision/approval <input type="checkbox"/>	
Sponsor (Executive Lead):	Sally Brittain, Director of Nursing & Quality
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Risk Implications – Link to Assurance Framework or Corporate Risk Register:	None
Legal / Regulatory / Reputation Implications:	None
Link to Relevant CQC Domain: Safe <input type="checkbox"/> Effective <input type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input type="checkbox"/> Well Led	
Link to Relevant Corporate Objective:	
Document Previously Considered By:	
Recommendations: The Trust Board is asked to note and reflect on the Patient, carer, volunteer or staff story and contribute to the resultant discussion.	

Trust Board Story

At every Board meeting we hear a patient, carer, volunteer or staff story. The story will be shared and we will have a discussion about the story. Following a brief and deliberate pause for reflection at the end of the stories, The Director of Nursing & Quality will facilitate the discussion with three specific questions for the Board to discuss and answer.

Patient/Staff Story

The purpose of hearing patient/staff stories is to:

- Connect with patients, relatives and frontline staff on an emotional level
- Understand the impact of the experience on the patient and their perspective on why it happened and how it could be avoided in the future
- Appreciate the human aspects of harm and errors and develop an open culture to learn from errors
- Make the experience of the patient personal to the Trust at all levels, recognising that 'this experience happened here'
- To identify if there are issues that are on today's Board agenda to which the issues raised may be pertinent or supportive to the discussions

It is not the purpose of the Board to investigate or address each of the specific issues raised in the story.

We have deliberately not provided the Board with the story in advance of the meeting to provide an opportunity to listen and respond.

This month I would like to welcome XXXXXXXX who is going to share their experience of xxxxxx

Post story Questions:

- How has hearing that story/those stories made you feel?
- Looking at the Board agenda in front of us how might you use this story as we reflect on the issues for discussion today?
- Are there any issues raised that we might want to focus on in our Board walkabouts in the next month?

Sally Brittain

Director of Nursing & Quality