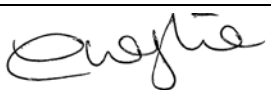


Date:	21 st June 2018
Meeting:	NLCCG Governing Body
Item Number:	Item 2
Public/Private:	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

Report Title:	Patient Story – Briefing Note
Decisions to be made:	Members are asked to review and note the content of this report.

Author: <i>(Name, Title)</i>	Chloe Nicholson, Quality Manager
GB Lead: <i>(Name, Title)</i>	Catherine Wylie, Director of Nursing and Quality
Director approval <i>(name)</i>	Catherine Wylie, Director of Nursing and Quality
Director Signature	

Continue to improve the quality of services	<input checked="" type="checkbox"/>	Improve patient experience	<input checked="" type="checkbox"/>
Reduced unwarranted variations in services	<input type="checkbox"/>	Reduce the inequalities gap in North Lincolnshire	<input type="checkbox"/>
Deliver the best outcomes for every patient	<input checked="" type="checkbox"/>	Statutory/Regulatory	<input type="checkbox"/>
Purpose (tick one only)	Approval <input type="checkbox"/>	Information <input checked="" type="checkbox"/>	To note <input type="checkbox"/>
			Decision <input type="checkbox"/>

Executive Summary (Question, Options, Recommendations):	
The Patient Story for the North Lincolnshire Clinical Commissioning Group Governing Body meeting, to be held on 21st June 2018, relates to a patient's experiences of Maternity (Obstetrics) and Paediatric services provided at Scunthorpe General Hospital.	
Recommendations	1- Members are asked to review and note the content of this report.
Report history	This is the latest update to support this agenda item.
Equality Impact	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Sustainability	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Risk	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Legal	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Finance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

	<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>		<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>
Patient:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Clinical:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Public:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

NLCCG Governing Body

June 2018

Patient Story

Introduction

The Patient Story for the North Lincolnshire Clinical Commissioning Group (hereafter, the CCG) Governing Body meeting, to be held on 21st June 2018, relates to a patient's experiences of Maternity (Obstetrics) and Paediatric services provided at Scunthorpe General Hospital.

The patient has given their consent to share this story with the Governing Body; this story has previously been published via the Northern Lincolnshire and Goole NHS Foundation Trust website.

Background Context

The story provided below relates to a lady who is self-managing her mental wellbeing whilst receiving care from Maternity services (Obstetrics) and Paediatric services at Scunthorpe General Hospital.

Scunthorpe General Hospital forms part of the Northern Lincolnshire and Goole NHS Foundation Trust (the Trust).

The Trust provides acute hospital services and community services to a population of more than 350,000 people across North and North East Lincolnshire and East Riding of Yorkshire.

Klara's Story

Klara lives in North Lincolnshire with her husband and twins.

In 2017, Klara became pregnant. Klara's pregnancy progressed well until she reached the six month stage, at which point she started feeling unwell. She was diagnosed with high blood pressure, pre-eclampsia and flu like symptoms.

Klara also has some mental health needs that she successfully manages through medication.

Following her diagnosis, Klara was admitted to hospital as her health continued to deteriorate. Klara became increasingly concerned about her physical health, the health of her unborn babies and her mental wellbeing. Klara remained in hospital for several weeks.

Whilst she was in hospital, Klara received care and support from a range of healthcare professionals, including clinical and non-clinical staff. Klara would become stressed and upset, and sometimes became overwhelmed by the situation that she was in, but staff remained supportive throughout her stay and accommodated all that she needed (where possible), often going over and above their duty to provide compassionate care.

Hospital staff provided consistent, holistic and focused care that catered to Klara's specific emotional and physical needs.

Klara's mental health needs were also taken into account at every stage and staff dealt with her in a caring and non-judgmental way.

Klara feels that the hospital staff managed her expectations and concerns extremely well and put her at ease when she became stressed and anxious. Staff were consistent, sensitive, kind and caring and did all they could to ensure that Klara had a positive experience whilst in hospital.

Klara witnessed effective communication between staff, particularly at the time of staff handover, ensuring that each team were fully informed of her specific requirements.

Thirty-three weeks into her pregnancy, Klara delivered her twins.

Shortly after delivery, the babies were transferred to the Neonatal Intensive Care Unit (NICU) for further care and support. Klara and her babies continued to receive excellent care and support whilst under the care of the NICU.

Following a short stay in NICU, Klara and her babies returned home and recovered well.

Conclusion

Klara's experience of Scunthorpe Hospital exceeded her expectations; this is largely due to the on-going commitment of staff to provide holistic, person-centered care to Klara and her babies throughout her stay at the hospital.

Effective communication between hospital staffs, and between staff and Klara, created a feeling of trust and support between Klara and her care team.

Useful links:

- YouTube

For more information on this story, please see the link below to the Northern Lincolnshire and Goole NHS Foundation Trust YouTube channel

<https://youtu.be/59EwxmF8jLY>

- Maternity (obstetrics)

Please see the link below for more information on the Northern Lincolnshire and Goole NHS Foundation Trust Maternity (obstetrics) services

<https://www.nlg.nhs.uk/services/maternity/>

- Neonatal Intensive Care Unit (NICU)

Please see the link below for more information on the Northern Lincolnshire and Goole NHS Foundation Trust Neonatal Intensive Care Unit (NICU)

<https://www.nlg.nhs.uk/services/maternity/nicu/>