

# Safety Incident Patient Story

Author: Director of Safety and Risk

Sponsor: Medical Director

**Trust Board paper E**

## Executive Summary

### Context

1. Following the AQUA Trust Board session on the 1<sup>st</sup> and 2<sup>nd</sup> March 2016, it was agreed that the Director of Safety and Risk would bring patient stories quarterly to the Board which detailed a safety incident with the purpose of really hearing and understanding the human story behind it.
2. In 2015, a number of Hypoxic Ischaemic Encephalopathy (HIE) cases prompted a review of the delivery process at the Trust. Each case that had resulted in HIE occurred in different circumstances, and in some situations, a poor outcome would have been unavoidable, but clear themes also emerged, common to call cases. These themes revolved around decision making, appropriate communication and escalation, and timing and speed to act.
3. Trust Board Members are invited to view the UHL Maternity Video ‘The Voice Inside’ commissioned by the Trust with monies from the successful NHS Litigation Authority bid of £1.5 million in 2016.

### Questions

1. Is the Trust seeking to hear the human stories behind incidents and complaints?
2. Is the Trust learning when things go wrong?
3. Have sufficient actions been identified and implemented in this area of patient safety?

### Conclusion

1. The full impact of a safety incident on the patient is sometimes little understood by an organisation. The patient story behind it, seeks to expose the patient and the wider family’s experience, anxieties and concerns during the treatment and care journey.

### Input Sought

Trust Board members are invited to view this maternity learning package of videos. Trust Board is asked to note the learning identified within the mini videos included in the video links following the main video presentation.

# For Reference

Edit as appropriate:

1. The following objectives were considered when preparing this report:

|   |                |
|---|----------------|
| Safe, high quality, patient centred healthcare            | Yes            |
| Effective, integrated emergency care                      | Not applicable |
| Consistently meeting national access standards            | Not applicable |
| Integrated care in partnership with others                | Yes            |
| Enhanced delivery in research, innovation & ed'           | Not applicable |
| A caring, professional, engaged workforce                 | Yes            |
| Clinically sustainable services with excellent facilities | Yes            |
| Financially sustainable NHS organisation                  | Yes            |
| Enabled by excellent IM&T                                 | Not applicable |

2. This matter relates to the following governance initiatives:

|                              |     |
|------------------------------|-----|
| Organisational Risk Register | No  |
| Board Assurance Framework    | Yes |

3. Related Patient and Public Involvement actions taken, or to be taken: [Insert here]

4. Results of any Equality Impact Assessment, relating to this matter: [Insert here]

5. Scheduled date for the next paper on this topic: Quarterly (7.9.17 Trust Board)

6. Executive Summaries should not exceed 1 page. My paper does comply

7. Papers should not exceed 7 pages. My paper does comply