

Patient Stories through Medical Student Observations

Author: Director of Safety and Risk

Sponsor: Medical Director

Trust Board paper E

Executive Summary

Context

1. As part of the Board's wish to regularly hear the patients' voice and really understand and learn from when things go wrong, 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 hearing and understanding the human story behind it.
2. Today's story is not from a patient, nor is it about a specific serious incident. It is more about many patient stories told through medical student observations. We know from recent safety research that for every case of serious harm there are estimated to be 300 near misses. Finding better ways to capture these near miss events is therefore increasingly important and the medical student observations study offers one approach to do this.

Questions

1. Is the Trust seeking to hear the human stories behind incidents and near misses?
2. Is the Trust learning when things go wrong?
3. Is the Board satisfied that the themes identified through the medical students' presentation are being captured in the Trust's quality and safety improvement work?

Conclusion

Medical Student observations have provided helpful and insightful information regarding everyday clinical practice within the Trust. The presentation today reveals that whilst most care is safe, effective and compassionate, numerous quality and safety near misses and errors occur. Capturing these and learning from them is critical to safety and quality improvement.

Input Sought

Trust Board members are invited to listen to this presentation on Observations in Quality and Safety in Healthcare Delivery and discuss the issues raised.

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'	Yes
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Yes
Financially sustainable NHS organisation	Yes
Enabled by excellent IM&T	Yes

2. This matter relates to the following governance initiatives:

Organisational Risk Register	Yes
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 (January 2019)

6. Executive Summaries should not exceed 2 pages. My paper does comply

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