

## Patient Story - It's Like Being Re-Born

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Trust Board paper C

### Purpose of report:

This paper is for:	Description	Select (X)
Decision	To formally receive a report and approve its recommendations OR a particular course of action	
Discussion	To discuss, in depth, a report noting its implications without formally approving a recommendation or action	x
Assurance	To assure the Board that systems and processes are in place, or to advise a gap along with treatment plan	
Noting	For noting without the need for discussion	

### Previous consideration:

Meeting	Date	Please clarify the purpose of the paper to that meeting using the categories above
CMG Board (specify which CMG)	March 2020	Discussion
Executive Board		
Trust Board Committee		
Trust Board		

### Context

The Leicester Hearing Services deliver in excess of 40,000 episodes of patient care per annum. Our patients range in age from three months to over 100 years old. Our services not only encompass the assessment, management and support/ongoing rehabilitation of deaf and hearing-impaired individuals but also patients requiring ongoing assessment and rehab of balance conditions, tinnitus management but also the support of our Ear, Nose and Throat colleagues in a myriad of roles.

Hearing loss is often a hidden disability, but the consequences can range from poorer quality of life, isolation, reduced social activity, feelings of exclusion, tiredness/listening fatigue, loss of cognitive function, stress; and in some cases, mental health problems.

This story is shared by a lady who was found to have a hearing impairment from a very young age; she intermittently accessed hearing services and was given hearing aids to assist her with her hearing. Following an episode of vertigo at work, where she was sent home unwell and resulted in her visiting the Emergency Department, she woke the next morning completely deaf. She details how she was re-admitted to hearing services and given new stronger hearing aids. However a consultation after a CT scan showed deterioration in her cochlea and a cochlea implant was suggested. She shares her story before and after her cochlea implant had been put in place.

### Why has this story been selected for Trust Board?

Hearing Services are keen to collect feedback from patients and shape services in response to this feedback. Paper surveys have proved to be the most effective means of collecting feedback and

since August 2019 the service has received 75 pieces of feedback from patients who have attended hearing services. Overwhelmingly this feedback is positive with a Friends and Family Test score of 99% of patients who would recommend this service and zero who would not recommend. The top themes are as follows:

- Calming/Kind and reassuring
- Good service
- Good explanations
- Amazing staff
- Efficient/quick service

This story has therefore been selected for Trust Board as it reflects the experiences of many patients who use the Hearing Services as this lady details how the care she received within hearing services at the Leicester Royal Infirmary and at Nottingham Implant Centre was exceptionally good. She felt supported and was able to seek advice when she needed it. She was involved and informed about her care and her options, allowing her to make appropriate choices.

### **What are the key themes in the patient story and how applicable are they across the Trust?**

This lady had been experiencing an increasing loss of hearing from a very young age and was cared for over this time by Hearing Services. She was kept updated and was able to easily access support and advice when she needed it.

She was given the opportunity to have a cochlea implant and was included in the decision for this to be undertaken. The lady details how the care that she received was exceptionally good and it was a level of care that she had never experienced before.

Following the implant, she had a period of four weeks, where she was not able to use hearing aids and therefore was totally deaf. However when the implant was switched on she likened the experience to being re-born. The whole experience has had a massive impact on herself and her family's life, and continues to feel supported by Hearing Services.

The learning from this lady's experience is that when patients feel involved and informed, it empowers them to make appropriate decisions about their care and treatment. It also improves their overall experience.

The patient's story video has been shared with the Hearing Services team at their January team meeting and used as an example of the importance of continuity of care, treating our patients as individuals and listening to, and addressing patient needs in a timely manner.

### **Conclusion**

Patient stories are an effective medium to share the 'lived' experiences of care directly from patients and their families hearing what is important from a patient's perspective to assist in decision making and positively contributes towards the Trust "Becoming the Best". This story illustrates outstanding care over many years from staff in the Hearing Service at Leicester Royal Infirmary.

**For Reference:**

**This report relates to the following UHL quality and supporting priorities:**

**1. Quality priorities**

Safe, surgery and procedures	Yes
Safely and timely discharge	Not applicable
Improved Cancer pathways	Not applicable
Streamlined emergency care	Yes
Better care pathways	Yes
Ward accreditation	Not applicable

**2. Supporting priorities:**

People strategy implementation	Not applicable
Estate investment and reconfiguration	Not applicable
e-Hospital	Not applicable
More embedded research	Not applicable
Better corporate services	Not applicable
Quality strategy development	Not applicable

**3. Equality Impact Assessment and Patient and Public Involvement considerations:**

This is direct feedback from a patient and reflects their personal experiences of care in Leicester’s Hospitals

**4. Risk and Assurance**

**Risk Reference:**

Does this paper reference a risk event?	Select (X)	Risk Description:
<b>Strategic:</b> Does this link to a <i>Principal Risk</i> on the BAF?		
<b>Organisational:</b> Does this link to an <i>Operational/Corporate Risk</i> on Datix Register		
<b>New Risk identified in paper: What <i>type</i> and <i>description</i>?</b>		
<b>None</b>	X	

- 5. Scheduled date for the **next paper** on this topic: June 2020
- 6. Executive Summaries should not exceed **5 sides** My paper does comply