

<b>Meeting title:</b>	Public Trust Board	<b>Public Trust Board paper C</b>
<b>Date of the meeting:</b>	10th August 2023	
<b>Title:</b>	Patient Story – Alistair’s’ Story: It Felt Like Private Health Care	
<b>Report presented by:</b>	Julie Hogg, Chief Nurse	
<b>Report written by:</b>	Sharon Wilkinson Senior Nurse Patient Experience	

<b>Action – this paper is for:</b>	Decision/Approval	Assurance	Update	X
<b>Where this report has been discussed previously</b>	None			

<b>To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which</b>
None

<b>Impact assessment</b>
N/A

### **Purpose of the Report**

This patient story relates to the experience of Alistair, who was cared for on a virtual ward following a diagnosis of pneumonia.

The story is told by Alistair, whose care, following a brief stay on CDU, was transferred to a Community Acquired Pneumonia Virtual Ward. Alistair was provided with an iPad, a thermometer and oxygen monitoring equipment so he could monitor his observations and uploaded them.

The Pneumonia Specialist Nurse, Terri Washington, reviewed Alistair’s’ observations remotely and would call him if concerned with any readings.

Alistair felt reassured that he was being closely monitored and that there was continuity in the care that he received.

Alistair has given consent for his story to be shared with the Trust Board.

### **Recommendations**

The Board of Directors are asked to:

- Listen to Alistair’s’ Story
- Participate in the conversation