

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting Date:	Monday 15 August 2022
Title:	Patient Experience: Kirsty's Story - Stroke Can Affect Anyone
Responsible Director:	Joanne Edwards, Director of Acute Services
Report Author:	Laura Harvey, QI Lead, Patient Experience

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This story outlines a patient's experience following a stroke whilst at work. The patient, Kirsty, has chosen to share her experience in digital story format, and in her own words.

2.2 Background

Kirsty is a Clinical Development Fellow within Ayrshire & Arran.

Whilst working on an early evening towards the end of January, Kirsty collapsed in an office with neck pain, dizziness, slurred speech and a facial droop. Kirsty had developed a bleed within the wall of an artery in her neck, which had caused a stroke. Thanks to the prompt actions of colleagues, this was quickly diagnosed and treatment commenced. Kirsty received excellent, person centred care throughout her journey and particularly during her stay on the Acute Stroke Unit and wanted to acknowledge the care she received whilst an inpatient.

Kirsty was discharged after a 22 day stay once she was able to walk unaided and continues on her road to recovery.

2.3 Assessment

Kirsty would like to highlight that a stroke can effect anyone, regardless of age or any underlying conditions and this story demonstrates the importance of quick interventions for the successful treatment of a stroke.

As a doctor herself, Kirsty did not really appreciate how important the “little” things were to patients in a ward e.g. having their hair washed or having a cup of tea made with their own tea bags in their own mug from home, and her experience has changed how she will practice in the future.

Sharing positive feedback with staff is just as important as sharing learning from negative experiences as we can learn from both good and bad examples of care.

2.3.1 Quality/patient care

In this case, the patient received excellent patient centred care and she is very grateful to all the staff on the Acute Stroke Unit (Ward 3E) in University Hospital Crosshouse for everything they did and for the support they provided her with during her stay.

2.3.2 Workforce

This story highlights that every part of our workforce plays a role in the patient's experience

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual.

2.3.6 Other impact

- **Best value**

Demonstrates the importance of staff interactions with patients in helping to ensure the best possible patient experience

- **Safe, Caring & Respectful**

Kirsty's story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey

2.3.7 Communication, involvement, engagement and consultation

This patient story will be shared across acute services to highlight this patient's positive experience.

2.3.8 Route to the meeting

This story has not been heard at any other meetings

2.4 Recommendation

For awareness. Members are asked to listen to this story for their information.