

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 9 October 2023
Title:	Patient Experience: Kirsty's Story - Stroke rehabilitation
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:

- Discussion

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 Kirsty's experience during and following a Cerebral Venous Sinus Thrombosis (CVST) Stroke and her subsequent rehabilitation journey.

Kirsty has chosen to share her experience in her own words, which the Patient Experience Team have converted into a digital story.

2.2 Background

Kirsty was a healthy 22 year old when she had an unexpected stroke. She underwent a number of surgeries and intensive rehabilitation to return to optimal health and her story outlines her journey and the impact such a serious medical event had on her confidence and outlook.

Kirsty was admitted to NHS Ayrshire & Arran for emergency and High Dependency Care, before being transferred to Glasgow for neurosurgery. She then returned to NHS Ayrshire & Arran to start her rehabilitation period and she received ongoing support from the Stroke Nurse and wider service.

2.3 Assessment

Kirsty's type of stroke is rare, and Kirsty would like to raise awareness of CVST stroke and how this can present. CVST occurs when a blood clot forms in the brain's venous sinuses. The clot keeps blood from draining out of the brain. As a result, pressure builds up in the blood vessels and this can lead to swelling and bleeding in the brain.

Kirsty also wished to share her story to let people know that there can be successful outcome following a stroke with the appropriate support in place.

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 ward staff and everyone who supported her on her rehabilitation journey.

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 is the first time this story will be shared outside of the staff directly involved. The story will be shared locally initially, then wider to support improvement.

2.4 Recommendation

For discussion. Members are asked to watch this story, discuss the outcomes and learnings and to take assurance from how this will be shared across teams.