

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 5 February 2024
Title:	Patient Experience: James' Story – Hospital Food
Responsible Director:	Nicola Graham, Director of Infrastructure and Support 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 healthcare story has been shared by James, a young man who was admitted to University Hospital Crosshouse as an emergency in March 2023. James had been unable to eat for a period of time due to tonsillitis, and was inspired to create a poem based on his experience of the first meal he received in the ward following surgery.

James has chosen to share his experience in his own words, articulated within his poem.

2.2 Background

James' poem was highlighted to the Patient Experience Team via the Child Health Commissioner, who saw the poem displayed in the Young Persons' Gallery within the Dick Institute Public Library in Kilmarnock.

James is a young man in his late teens who has a talent for expressing his thoughts and feeling through poetry. James had attended a weekly art club run by East Ayrshire Council, for some time and was very proud to have some of his work on

display within the Dick Institute alongside artwork by the other young people who attend the Group.

The Patient Experience Facilitator met with James at the Art Club, where James shared his experience of hospital food and how it inspired this particular poem.

2.3 Assessment

James wished to share his story to highlight that while hospital food may not always look appealing it is indeed very tasty.

In James' case, after being unable to eat for a period of time, he was presented with what he initially thought looked like a bland meal. However, being so hungry he decided to try the food and much to his surprise it tasted '*just right*'. While James feels that, in some cases, the presentation of food could be improved he wanted to share with patients, who had little or no appetite, just how tasty the food actually was and to encourage them to try it.

At the time the patient experience facilitator was made aware of James's poem, she was supporting the creation of a survey to capture patient feedback for an extensive review of the inpatient meal provision, the outcome of which will be shared through the appropriate channels once complete. James' feedback was shared with the review co-ordinator so his insights could be considered within the relevant section of the wider review.

James' feedback was also shared with the Area Nutritional Group and the Catering Department for their consideration.

2.3.1 Quality/patient care

We pride ourselves on the provision of healthy, nutritious and appetising meals for our patients. While taste is important, food that is well presented may help to stimulate the appetite for some patients receiving the meal.

Listening to lived experiences, directly from our patients, is one of the best ways for us to learn and improve.

2.3.2 Workforce

This story highlights the importance of considering the presentation of hospital meals and how this can have a direct impact on a patient's experience and wellbeing.

Sharing good and bad feedback with staff across the organisation demonstrates an open honest and transparent approach to support improvement.

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 impacts

- **Best value**

Demonstrates the importance of listening to our patients' experiences of all aspects of their care to ensure the best possible patient experience

- **Safe, Caring & Respectful**

James' 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 has been shared across support services to highlight James' insights and suggestions to improve the patient experience at mealtimes.

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 and to take assurance from how this has been shared for learning and to drive change.