

REPORT TO:	NHS SOMERSET INTEGRATED CARE BOARD ICB Board Part A	ENCLOSURE: D
DATE OF MEETING:	28 March 2024	
REPORT TITLE:	Patient Story	
REPORT AUTHOR:	Eelke Zoestbergen, Quality Lead Mental Health, Learning Disability and Autism	
EXECUTIVE SPONSOR:	Shelagh Meldrum, Chief Nursing Officer	
PRESENTED BY:	Gabi Basson	

PURPOSE	DESCRIPTION	SELECT
Approve	To formally receive a report and approve its recommendations, (authorising body/committee for the final decision)	<input type="checkbox"/>
Endorse	To support the recommendation (not the authorising body/committee for the final decision)	<input type="checkbox"/>
Discuss	To discuss, in depth, a report noting its implications	<input checked="" type="checkbox"/>
Note	To note, without the need for discussion	<input checked="" type="checkbox"/>
Assurance	To assure the Board/Committee that systems and processes are in place, or to advise of a gap along with mitigations	<input type="checkbox"/>

PREVIOUS CONSIDERATION/ENGAGEMENT

Please include the names of any Committees/Groups that have previously discussed/agreed the report, together with outcomes. Indicate any consultations and/or staff, stakeholder, clinical, patient and public engagement which has informed the recommendations.

Executive summary and reason for presentation to Committee/Board	<p>Gabi will attend the Board meeting to present a personal account of her experiences of our local health care system.</p> <p>Learning from patients and their families / carers stories is an opportunity for professionals to put themselves in the storyteller's shoes and understand their experience of health and care services from their point of view, reflecting on what matters most to the patient and those closest to them.</p>
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Recommendation and next steps	<p>This patient story is being presented at the Board to illustrate the experiences of Gabi who is autistic. She will talk about her experiences and what matters most to her and those people closest to her.</p> <p>The Meeting is being asked to note and discuss:</p> <ul style="list-style-type: none"> • The Board/Committee is receiving this presentation for information. • The Board/Committee is receiving this presentation for consideration of a patient – family /carer story to understand their experience of health and care services from their point of view, reflecting on what matters most to the patient and those closest to them.
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Links to Strategic Objectives
(Please select any which are impacted on / relevant to this paper)

- Objective 1: Improve the health and wellbeing of the population
- Objective 2: Reduce inequalities
- Objective 3: Provide the best care and support to children and adults
- Objective 4: Strengthen care and support in local communities
- Objective 5: Respond well to complex needs
- Objective 6: Enable broader social and economic development
- Objective 7: Enhance productivity and value for money

Impact Assessments – key issues identified
(please enter 'N/A' where not applicable)

Reducing Inequalities/Equality & Diversity	The Equality Act (2010) places a requirement on public services to provide a service according to need and eliminate discrimination against people with disabilities, which includes people with a learning disability, autism or both. All service providers and public bodies have a general duty to ensure that each person has equal access to healthcare services.
Quality	The story is a good example of how inclusive healthcare should flex to support the needs of individuals, providing high quality, personalised care.
Engagement	The story highlights the need to engage with the patient, as well as the network around the patient, who knows them best, to ensure the best outcomes are achieved.
Safeguarding	Not applicable.
Financial/Resource/ Value for Money	Such personalised care interventions also ensure that valuable NHS resources are successfully utilised to meet patient need.
Sustainability	Not applicable.
Governance/Legal/ Privacy	Not applicable.
Confidentiality	The story is provided by the patient about her own experiences in the health care system.
Risk Description	Not applicable.

Please keep these front pages to a maximum of three

