Patient Story

Naheed Sabir
Clinical Matron
Pride in Pennine

‘Our values guide every action we take. They determine how we work and the promise we make to patients, their carers, the public and colleagues’
- Background
- Nursing and Medical Plan of Care
- Trust Value – Compassionate
‘The thing that totally amazed me was that you never lost sight of dad and I’

‘The support that was needed and the time you took with us throughout mums stay to answer questions, even when the answer was probably going to be the same each time I asked, you never got frustrated’
To treat you with empathy, professionalism and a positive, friendly attitude

- ‘Dr Sethi, Dr David, Dr Suzanna it goes without saying that we are indebted to you for your expert care and attention given to mum’

- ‘Judith (ward manager) your genuine concern for me and your gentle words will remain with me forever they came at a time when they were so very much needed’
To act with integrity and respect at all times

- ‘Paul for telling me no bull, I always knew where I stood and felt reassured’
- ‘I was in full possession of the facts which as you know was very important to me’
- ‘Rachel for keeping me updated before my mum died and for ensuring she wasn’t alone’
- ‘Helen for being so respectful or our wishes and giving us time’
To organise our services around the individual needs of our patients and their carers, creating the best experience possible

- ‘Dad and I have spoken many times how peaceful it was for mum at the end, we take great comfort from that, and the fact that we could be with her, we felt you afforded us time we needed and gave us the support we wanted….’

- ‘You do a job that many wouldn’t want to do and most couldn’t do … you have heard it a million times before I’m sure but we have to say… to EVERYONE on ward 21, thank you from the bottom of our hearts for the care; support; respect; and love you showed to mum and all our family’
Lessons Learned

- Respect and dignity of a patient was maintained at all times
- The family was fully supported by the nursing and medical staff
- Family support is important for palliative patients
- There was effective communication from both nursing and medical staff
- The relatives of the patient was fully informed of the patients care and decisions made
- The patient died with dignity, respect and most importantly peacefully.
The letter was presented to staff by the ward Manager

The patient story to be discussed at the ward meeting

Sent to the Divisional Head of Nursing, Chief Nurse and Chief Executive to disseminate

The patient story to be shared at the next Site Ward Managers meeting

Patient story shared with Trust Board