



**Wirral Community
Health and Care**
NHS Foundation Trust

**SEVENTY-SECOND BOARD OF DIRECTORS
MEETING**

WEDNESDAY 5 FEBRUARY 2020

2:00 PM

**THIRD FLOOR TRAINING SUITE,
ST. CATHERINE'S HEALTH CENTRE**

Wednesday 5 February 2020 at 2.00 pm
Training Suite, 3rd Floor, St. Catherine's Health Centre

[illegible]

QUALITY GOVERNANCE: (20 minutes)				
16.		Mortality Report - Learning from Deaths Framework (Quarters 2 & 3) Medical Director	To assure	WCT19/20-088 (d)
17.		Healthcare Worker Flu Vaccination Programme 2019/20 Director of Nursing & Quality Improvement	To assure	WCT19/20-089 (d)
STRATEGY & PLANNING: (15 minutes)				
18.		Inclusion Strategy Update Director of HR & Organisational Development	To assure	WCT19/20-090 (d)
COMMITTEE REPORTS: (5 minutes)				
19.		Staff Council: • 19 September 2019	To assure	WCT19/20-091 (d)
ITEMS FOR INFORMATION: (15 minutes)				
20.		Any Other Business		WCT19/20-092 (v)
21.		Invitation for Public Comments: The public meeting of the Trust Board is a meeting held in public, rather than a public meeting. At the discretion of the Chairman there will be an opportunity at this point for attending members of staff and the public to make relevant points.		WCT19/20-093 (v)
22.		Items for Risk Register		WCT19/20-094 (v)
23.		Staff Story: Sexual Health, Our Way Forward Director of HR & Organisational Development	To assure	WCT19/20-095 (d)
24.		Summary of actions and decisions		WCT19/20-096 (v)
Date and Time of Next Meeting: The next Public Board of Directors meeting will take place on Wednesday 1 April 2020 at 2.00pm and will be held in the Training Suite, 3 rd Floor, St. Catherine's Health Centre.				

Journey of Care Story - MSK Physiotherapy			
Meeting	Board of Directors		
Date	05/02/2020	Agenda item	1
Lead Director	Paula Simpson, Director of Nursing & Quality Improvement		
Author(s)	Emma Carvell, Quality Lead		
Action required (please tick the appropriate box)			
To Approve <input type="checkbox"/>	To Discuss <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>	
Purpose			
<p>The purpose of this paper is to share a journey of care story with the Trust Board.</p> <p>This enables the Board to hear directly from people, service users, their families or carers about their experience of care services. By sharing a story of personal experience, individuals can directly influence the provision of care services.</p> <p>The individual telling this story has consented to the Board hearing the story.</p>			
Executive Summary			
<p>This story is told by a person who was referred into the service following a hip replacement that was carried out as a result of a long term condition; hip dysplasia.</p> <p>The person received intervention from the MSK physiotherapist over a period of time between 2018 and 2019.</p> <p>The person talks about her experience of the care provided by the physiotherapist and the positive outcomes that have occurred as a result of this.</p>			
Risks and opportunities:			
There are no risks associated with this report.			
Quality/inclusion considerations:			
<p>Quality Impact Assessment completed and attached <input type="checkbox"/> No</p> <p>Equality Impact Assessment completed and attached <input type="checkbox"/> No</p> <p>The impact of the story is deemed as positive as it is an opportunity to share best practice, celebrate outstanding care and also to identify if there are things that could be done better going forward.</p>			
Financial/resource implications:			
Not applicable			
Trust Strategic Objectives			
Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.			
Our Populations - outstanding, safe care every time	Our Populations – provide more person-centred care	Our People - advancing staff wellbeing	
is asked to consider the following action			
1. The Board is asked to note the high quality care and support provided by the MSK service to the person described in this story.			

Report history		
Submitted to	Date	Brief summary of outcome
8T	8T	8T

Journey of Care Story MSK - Physiotherapy

Journey of Care Story

1. Physiotherapists in the MSK service provide interventions to people for a range of conditions. Intervention is provided on an individual basis, in a clinic setting over a course of a number of weeks.
2. The person telling their story was born with a condition called Hip Dysplasia. This is the medical term for a hip socket that does not fully cover the ball portion of the upper thighbone. This means that the hip joint can become partially or completely dislocated.
3. Although not included in the audio recording, the person describes her history prior to accessing WCHC services and the impact that her condition has had on her throughout her life - emotionally, academically, socially and physically.
4. The person describes how she was diagnosed with the condition at 11 months of age at which point there was very limited awareness of and support for the condition. She describes a history of many medical interventions over her primary and secondary school years when she was under the care of another organisation.
5. She describes the struggles that she faced as a result of her condition and how she was living in constant pain, with a lack of mobility and feelings of isolation due to having no social life.
6. Upon entering adult services, the person talks about the vast amount of often differing opinions that she received from other organisations. Over this period she experienced mental health issues, feeling low and again living with constant pain. She also describes how she felt that her thoughts and opinions were not listened to.
7. On 11 September 2018, she underwent a left hip replacement in London and soon after that she accessed physiotherapy from the MSK service of WCHC. She underwent a further right hip replacement on 27 August 2019 and continued to receive physiotherapy from WCHC.
8. The person describes the positive experience she had on her journey with the physiotherapist in MSK. She talks about St. Catherine's health centre as her "safe place" because the therapist "understood my anxieties and insecurities". She describes how the therapist praised and encouraged her which boosted her self-esteem and confidence.
9. She explains how the therapist was responsive and always made himself available if she needed to chat and ask questions that she had about her surgery.
10. The person describes how she valued the continuity of care she received throughout her journey with WCHC.
11. She came forward to provide this feedback because she wanted to say thank you to the physiotherapist for supporting her to lead a pain free life. She emphasised that he has made her Hip Dysplasia journey much easier to cope with.

Conclusion

12. In the audio, the person talks about her experience of accessing physiotherapy from the MSK service and the positive impact the course has had on her emotionally and physically. She wants to thank the physiotherapist for all he has done to support her and also would like to raise awareness of Hip Dysplasia.

Paula Simpson

Director of Nursing and Quality Improvement

Contributor:

Emma Carvell, Quality Lead, Therapies

28 January 2020