

Boards in Common Paper C

Meeting title:	Boards of Directors of Kettering General Hospital NHS Foundation Trust (KGH), Northampton General Hospital NHS Trust (NGH) (University Hospitals of Northamptonshire NHS Group - UHN) and the University Hospitals of Leicester NHS Trust (UHL) Meeting together					
Date of the meeting:	11 June 2026					
Title:	Seeing the Person Behind the Patient – Susan’s Story					
Report presented by:	Julie Hogg, Group Chief Nurse					
Report written by:	Sharon Wilkinson Senior Nurse Patient Experience					
Action – this paper is for:	Decision/Approval		Assurance	X	Update	
Which Group Priorities does this link to	Transform patient care	X	Strengthen our culture		Deliver our financial plan	
Where this report has been discussed previously						

To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which
None

Impact assessment
N/A

Purpose of the Report

This month’s patient story is shared by Simon Bradbury about the care his mother, Susan Bradbury, received at Leicester Royal Infirmary. We extend our sincere condolences to Simon and his family following Susan’s passing.

Susan had been diagnosed with stage 4 ovarian cancer and initially underwent chemotherapy in 2024. She later made an informed decision not to pursue further treatment. Simon described how Susan had a positive period at home, including enjoying time with her family over Christmas, before her condition deteriorated in the summer of 2025, when she became increasingly unwell.

The family contacted NHS 111, and an ambulance was arranged. Simon spoke highly of the paramedics, describing them as kind, calm and compassionate in their care of his mother. Susan was conveyed to the Emergency Department, where she was triaged, admitted to an assessment area, and later transferred to Ward 30 at Leicester Royal Infirmary, where she remained until discharge to a nursing home.

Simon particularly highlighted the consistency and attentiveness of the nursing team, which had a meaningful impact on both Susan and her family. He described how staff developed a strong understanding of Susan as an individual, recognising even subtle changes in her wellbeing—for example, noticing when she chose not to wear her makeup.

Simon reflected that throughout her care, he never felt his mother was “just another number in the system,” but rather that she remained “Susan Bradbury” — a person who was known, understood and cared for with dignity and compassion.

Simon had intended to share his experience in person but is unable to attend the Trust Board meeting today. His account is shared with his agreement as a powerful reflection of both the importance of person-centred care and the difference that compassionate, consistent nursing can make to patients and their families.

Recommendation

The Boards in Common are asked to:

- Listen to and reflect on Susan’s story, recognising the impact of compassionate, person-centred care on patients and families
- Participate in the discussion, considering the learning and insights from this experience and how these can continue to inform improvements in quality, safety and patient experience across the organisation