University Hospitals of Leicester NHS
NHS Trust

Trust Board Paper D

Meeting title:	Trust Board					
Date of the meeting:	12 November 2026					
Title:	Patient Story – Lexi's Letter					
Report presented by:	Julie Hogg, Chief Nurse					
Report written by:	Sharon Wilkinson, Senior Nurse Patient Experience					
Action – this paper is for:	Decision/Approval		Assurance		Update	X
Where this report has been discussed previously	None					

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 report introduces a patient story known as **"Lexi's Letter."** Lexi passed away at the age of 14 after spending a significant amount of time in hospital. She wrote this letter in 2024, and her parents, Andy and Liz, have completed the project on her behalf.

The letter is read aloud by Lexi's sister, Ella.

In her letter, Lexi reminds healthcare staff to **introduce themselves every time they enter her room**, even if they have met her before or are wearing a name badge.

She asks us to remember that **she can only manage one conversation at a time** and that she wishes to be treated as an individual.

Lexi shares that she may experience **a loss of dignity and feel self-conscious about her body** when she is unable to care for herself.

She explains that it is fine to **have a laugh and a joke**, but staff should **take the cue from her** about whether humour or seriousness is appropriate. She encourages staff to ask her how she would prefer to be communicated with.

Lexi also reminds us that while healthcare staff are the experts in healthcare, **she is the expert on herself**, and it is essential to include her in conversations and decisions about her own care.

Recommendations

Trust Board members are asked to:

- Listen to *Lexi's Letter*
- Participate in the discussion
- Consider next steps