

Meeting: Trust Board Meeting in Public

Date: 26 November 2025

Information Report

Agenda item	Patient Story: Reflections on Upper Limb Surgery
Board Lead	Jenny Ricketts, Interim Chief Nurse
Author	Amarjit Kaur, Head of patient experience
Appendices	None
Onward governance	None

Report overview

This short film highlights the work of the Department of Plastic Surgery and Burns in positively improving the lives of spinal injured patients through upper limb surgery

Previously considered	Patient Experience Board Quality & Clinical Governance Committee Considered on 19 November 2025 where the Committee noted the report and the positive experience of patients and suggested this was shared with Specialist Commissioning colleagues.
Decision	The Committee is requested to note the report.

Relevant strategic priority

Outstanding Care Healthy Communities Great Place to Work Net Zero

Relevant breakthrough objective – 2025/26

<input checked="" type="checkbox"/> Reduction in emergency admissions <input type="checkbox"/> Reduction in elective waiting times	<input checked="" type="checkbox"/> Supporting people to live healthier lives	<input type="checkbox"/> Zero tolerance to bullying	<input type="checkbox"/> Governance / Statutory Requirement
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Implications / Impact

Quality	Improving quality through improvements in experience of care
People (BHT colleagues)	Ability to provide outstanding experience of care for patients and service users important to colleagues
Risk: link to Board Assurance Framework (BAF) and local or Corporate Risk Register	Principal Risk 1: Failure to provide care that consistently meets or exceeds performance and quality standards
Financial	Improved patient outcomes impact several efficiency measures including decreased length of stay, increased independence, success of discharges, compliance with medication regimes etc.
Compliance CQC Standards	CQC Standards - Person Centred Care Complaints Legislation complaints

Partnership: consultation / communication	All data on experience of care comes from patients. All projects led by patient experience team to improve experience of care are co-produced with patients and service users
Equality	Improving equality in experience of care can address disparities in outcomes for underserved communities

Executive Summary:

This film highlights the work of the Department of Plastic Surgery and Burns in improving the lives of spinal injured patients through upper limb surgery.

Patients who have undergone tetra hand surgery reflect upon the impact this has had on their ability to undertake day to day activities, which have significantly improved their quality of life:

- Sarah: Left arm tendon graft has allowed her to drive
- Alfie: Wrist extension surgery has allowed him to regain a level of independence
- Keir: Upper limb surgery has allowed him to drive and also take up sailing
- David: Upper limb surgery allows him to utilise technology to order a meal in a restaurant and be able to hug his loved ones
- Nick: Upper limb surgery has enabled him to go back to work in the fire service and undertake day to day activities such as holding a glass of wine and using a phone

Action required from the Board / Committee.

The Board is requested to view this film and note this report:

[Reflections of upper limb surgery](#)