



Patient Story Template

The South Wales and South West Congenital Heart Disease (CHD) Network is an NHS organisation that exists to ensure that patients with a congenital heart condition receive high quality, equitable, accessible and clinically effective cardiac care across South Wales and the South West of England.

The CHD Network is here to support cardiac patients from birth through to adulthood on their life-long cardiac journey. This support is there for both the patient, their families/carers and for the staff involved in CHD care.

We start every Executive Board Meeting with a story from a patient or family who has used services in our region. These stories are important in helping us to understand the experience of our service users, and help us to improve and develop our services. They are valuable for learning and also celebrating success.

We also have a collection of patients' stories on our website and like to include patient stories in our network newsletter too.

We are incredibly grateful that you have decided to share your story with us. To guide you, we have provided a template below, however, if you would prefer to submit it as a separate document, please feel free to do so. If you are happy to, please include photos.

Please send all stories (and photos) together with a GDPR consent form to the South Wales and South West CHD Network.

Email: CHDNetworkSWSW@uhbw.nhs.uk

1	Background: Please tell us about your or your child's cardiac journey (please include details of your hospital and clinical team):
2	What worked well? What were the positives?

3	What were the things that you found difficult? What would have made your experience better/easier?
4	How do you think your or your child's cardiac journey could help support other patients/families?
5	Are there any learning points for the network/network centres? Are there any actions that could be taken?
Your Name:	
Name of your child if the patient: (Optional)	
Your email address:	

Once again, we would like to thank you for your time. If you have any queries, please do get in touch with us.

South Wales and South West CHD Network team