

## **Mohammed Mansha**

### **March 2021 Patient Story Summary**

The patient story for the March's Board of Directors meeting is about Mohammed Mansha.

Mohammed wanted to tell us about his sister Fatima Bi who was admitted into Bradford Royal Infirmary in July due to Covid, and who unfortunately succumbed to the virus.

Mohammed wanted to share his personal experience of the care and treatment his sister received throughout her time in hospital. He wanted to tell us what it was like to see his sister deteriorate and the impact her illness and subsequent death had on him and his family.

In particular, Mohammed wanted to talk about the invaluable support his family received from the Chaplaincy Service. Mohammed spoke of his gratitude towards the Chaplaincy team who were there for his sister and his family throughout her illness.

He also wanted to use this opportunity to highlight some areas he felt could be improved. In particular he wanted to talk about the need for better communication between staff and relatives. He told us about some of the issues he faced whilst asking for information regarding his sisters' condition whilst she was in ICU.

Mohammed felt that communication during such difficult times was hugely important even more so during the pandemic. Overall, he was happy with the care, treatment and compassion his family received from all those involved in her care.