



Patient Voices

THE NEWSLETTER

Issue 6, January 2010

New Year, new beginnings

After the bumper harvest of the last issue, we welcome you to the slim, first Patient Voices newsletter of the new decade – and we want to share with you some good news. In the middle of December, we were delighted receive a letter telling us that we had been shortlisted for the prestigious BMJ group awards in the *Health Communicator of the Year* category.

To our even greater delight, in the last post before Christmas, another letter arrived telling us of our shortlisting in a second category: *Excellence in Healthcare Education*. Please see the release (attached and on the website) for more details. We look forward with eager anticipation to the awards ceremony on 10th March and would be thrilled to see any of you who are able to attend the gala dinner in London (<http://groupawards.bmj.com>)

Patient Voices workshops and stories

The ever-changing tides of Patient Voices work carried us, for the most part, away from storytelling workshops in the last few months of 2009, steering us instead towards consolidation and conferences... However, Pip did travel to San Jose, California, to co-facilitate, with Joe Lambert of the Center for Digital Storytelling, a workshop to create stories about air medical transport for the Center for Medical Transport Research. The stories are already being used in training for the emergency services as well as medical transport personnel – they can be seen at www.tcmtr.org and they will soon be on the Patient Voices website. The workshop continues the ongoing thread of our work with Dr Cathy Jaynes of the University of Colorado, focused on creating and using stories to help to create a culture of safety in healthcare.

We have been delighted to participate in several successful and well-attended launches of stories created earlier in the year.

The University of Liverpool's *Get involved 4 the Future* stories were launched in September at a celebratory evening



event at the university. Excellent food and music were

enjoyed by all before Eileen Thornton, head of the school of healthcare, introduced the stories. Storytellers received certificates in recognition of the important role they play in the education of the health professionals of the future. You can see the stories at www.patientvoices.org.uk/ul.htm

October saw the launch of the NHS Leeds *Patient Involvement* stories at a PPI networking event in the Community Centre in Pudsey. Feedback on the day was really positive and the stories are now being used in induction and staff training. You can see the stories at



www.patientvoices.org.uk/leedspsct.htm

A slightly different flavour characterised the launch of the Sheffield City Council *Carers' Voices* stories and accompanying DVD at the Riverside Public House in Sheffield on a sunny October afternoon. An introductory presentation by Professor Paul Stanton of the University of Northumbria set the tone for the event, attended by about 75 storytellers, social workers and clinicians, many of whom wrote very moving responses to the stories. Please see www.patientvoices.org.uk/sheffcc.htm

Out and about

September saw what has become an annual appearance at the NET conference in Cambridge, where a workshop looking at the Effective, Affective and Reflective nature of the Patient Voices stories was well attended and generated good discussions around using the stories.

In November, the Authenticity to Action workshop in the Lake District was the venue for a presentation about the Liverpool stories, entitled *Going digital but staying personal!*. One of the storytellers was there to tell her side of the story... and there was scarcely a dry eye in the room.

In November, a presentation at the University of Nottingham's *Interprofessional Learning Day* provided an opportunity to highlight the potential for using the Patient Voices stories in interprofessional education.

