

Authenticity to Action Conference abstract (6)

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Title: Through the looking glass: looking at the creation and use of digital stories from both sides

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Submitted for a paper or a showcase

The first digital stories in the Patient Voices programme were created for use in e-learning materials on clinical governance and also for use in presentations to NHS Trust Board Teams to remind them of their raison d'être, i.e. the patients and carers.

As the collection has grown, new ways have been found to use the stories and they have found their way into many lectures and presentations as 'markers and guides, comfort and warning' as Jeanette Winterson (2005) describes stories.

The stories are generally 'the most impactful element of a presentation' and, according to recent research (Hardy, 2007)

"They have an affective as well as a conceptual loading. I also find that – when I re-watch even the most familiar story with an audience my emotional response is re-awakened – which suggests that there is a 'collective unconscious' as well as an individual resonance to some of the narratives."

The stories are, according to Paul Stanton, both symbol and a mode of self-articulation for the story teller and a point of entry to the 'world of the other' for the audience, providing powerful springboards for reflection for individuals and for groups of learners and can facilitate discourse about 'feelings'.

This paper will look at the creation and use of the Patient Voices digital stories and will demonstrate their potential for use in inter-professional healthcare education where they are currently helping to 'ground key themes, issues and speculative flights in the often painful reality of contemporary human experience.' (Stanton, 2007)

References

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Patient Voices Programme www.patientvoices.org.uk

Stanton, P. (2007) 'Adaptive organisms – public services and professionals in the 21st century'. Inaugural lecture to be given at Northumbria University on 22nd May, 2007.

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Biographies

Paul Stanton is visiting professor in the School of Health, Community Studies and Education at Northumbria University. He has recently completed a secondment to the Department of Health as an Advisor on Healthcare Standards and returned to his substantive post as Director of Board Development in the NHS Clinical Governance Support Team. Before joining CGST, Paul was Director of the European Social Fund Unit at Anglia Polytechnic University where he successfully directed more than 30 partnership-based European projects that helped disadvantaged communities and that promoted entrepreneurship and academic innovation. He has published on the themes of corporate and clinical governance, speaks widely at national conferences and has run 'masterclasses' in the UK and overseas on the reform of public services and upon the engagement of clinical professionals, patients and carers in quality and safety improvement.

Pip Hardy founded the Patient Voices programme in 2003 with the original intention of developing a resource that would carry the experiences of patients and carers into e-learning materials about clinical governance. A degree in English Literature led Pip into education, educational publishing and the development of open, distance and e-learning materials, with a sideline in counselling, until her epiphany in relation to digital storytelling and its potential for transforming health and social care. She is currently writing up a master's dissertation looking at digital storytelling in healthcare.