A good Patient Voices digital story is:

- Carefully developed methodology to facilitate the telling and sharing of the patients, carers and providers who have shared their stories with us.
- Step into the shoes of patients, carers and providers of care to understand their experiences.
- An empowering process that encourages reflection on practice.
- Opportunities to discuss key issues and insights.
- A collaborative learning experience that supports health technology innovation.

All of these stories are completely free for use in healthcare education.

Aims of the project

Involving service users in the design and development of new technology is vital if new products and services are to meet the needs and preferences of people who live with long-term health conditions.

"We need to become involved in the early stages of planning if our world is to become a better place." (Gill Bowskill, storyteller)

The main aim of the project was to explore the value of digital storytelling as an enabler of collaborative learning that supports health technology innovation.

Patient Voices digital stories are 3-5 minute first person stories which are created through facilitative teaching methods. Using user-friendly and cost-effective video-editing software, patients, carers and providers of care are now able to make their own digital stories and share their experiences.

"Digital storytelling empowers patients, carers and clinicians to convey their felt experiences of healthcare via technology so that their voices can be heard in any lecture theatre, boardroom or conference venue anywhere in the world." (Hardy, 2007)

A series of Patient Voices storytelling workshops involved five informed volunteers from Arthritis Care.

Representatives of patients, carers and providers of care are now able to tell their own story and express their experiences and opinions through digital stories.

The innovative model of free distribution of stories for use in healthcare education and service improvement initiatives in health and social care and offer opportunities to reflect on practice, discuss key issues and insights and develop empathy and understanding (Hardy, 2007) by stepping into the shoes of the patients, carers and providers who have shared their stories with us.

The Patient Voices programme (www.patientvoices.org.uk) uses a carefully developed methodology to facilitate the telling and sharing of digital stories of care.


"I cannot recommend strongly enough that people should take time out and listen to the stories of people with problems, who could be your neighbours, you would never know." (Brian Clark, storyteller)

References


