Storytelling for resilience:
*The DNA of Care* project

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Resilience in the workplace, Royal College of Nursing, London UK


www.patientvoices.org.uk/flv/1019pv384.htm

Rachel Scanlan 2016
Introducing Rachel Scanlan
So, why are we here?
The DNA of Care

Some of the best things in life are free.
The DNA of Care

‘The intertwined relationship between patient care and staff well-being has been likened to the double helix. And so the stories we tell each other are like the DNA of care, transmitting information and shaping cultures, offering learning opportunities and, sometimes, healing.’ Hardy and Sumner 2015
The words in their hearts...
Recovery, resilience and reality

‘Haven't made it to the allotment for weeks. :-(
Shifts have been demanding and I've spent longer recovering from them than normal.’

Rachel Scanlan, 2017
#Exp4all  #DNAofCare

Staff experience drives patient experience. Focusing on this relationship could be the most important move for the healthcare system to make.
Put simply….two sides, one coin
Put even more simply...

‘Both staff and patients need care, compassion and respect.’

Professor Michael West 2014
Patient Voices

patience, *noun*. calm endurance of pain or any provocation; perseverance

patient, *adj*. having or showing patience

voice, *verb*. give utterance to, express

*Concise Oxford Dictionary, 1964*
A good story....

‘A good story is so much more than simply a good story - it’s a precious opportunity for learning, for reflection and for transformation.’
Stories make us human
Learning from stories

‘We have to pay the closest attention to what we say. What patients say tells us what to think about what hurts them; and what we say tells us what is happening to us – what we are thinking, and what may be wrong with us. Their story, yours, mine – it’s what we all carry with us on this trip we take, and we owe it to each other to respect our stories and learn from them.’ Robert Coles, 1989
Stories and statistics

‘Statistics tell us the system’s experience of the individual, whereas stories tell us the individual’s experience of the system...’

Sumner, 2009
Walking in someone else’s shoes

‘These stories allow us to walk in someone else’s shoes for a few minutes.’

Medical Officer
National Institute of Medical Research
Dar es Salaam, Tanzania
Just five minutes more

Your thoughts and reflections?
Connection and reconnection

‘It’s rare for me to feel I’ve made as much connection with as many people as I have this weekend.’

‘If we can connect with each other then there’s hope for the NHS.’

‘For me, it’s been so important to reconnect with why I came into healthcare.’
All we can do...

‘All we can do is listen to each other’s stories with an open heart, and support each other as we all try to find our own unique way through troubled times.’

Irene Tuffrey

http://whenowlhadcancer.blogspot.co.uk/
The culture of the mind...

‘The culture of the mind must be subservient to the culture of the heart.’

MK Gandhi
Thank you

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Floristry, perhaps?

And Lizz’ second story: Blooming

www.patientvoices.org.uk/flv/1102pv384.htm