



Engaging NHS staff

'Employee engagement emerges as the best predictor of NHS trust outcomes. No combination of key scores or single scale is as effective in predicting trust performance on a range of outcomes measures as is the scale measure of employee engagement.'

Professor Michael West

#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



.....even more simply

'Both staff and patients need care, compassion and respect.'

Professor Michael West 2014

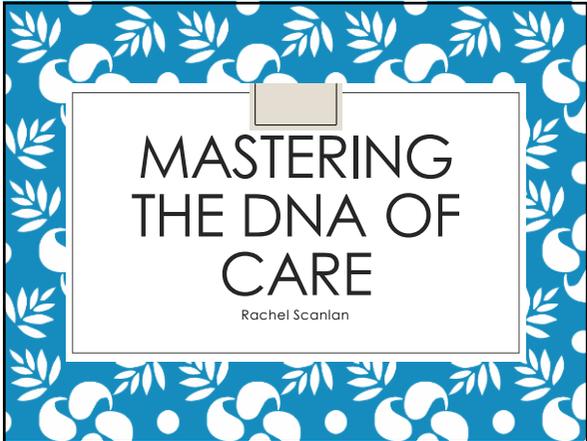
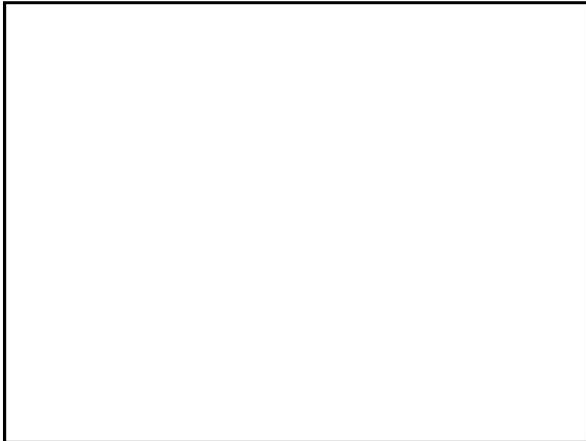


One of our projects – DNA of Care

- NHS England commissioned Patient Voices to produce digital stories about NHS staff experiences of delivering patient care
 - In November 2016, we held a launch event to share the stories across the NHS, and to encourage their use in improving experiences of care for both staff and patients
- www.patientvoices.org.uk/dnaoc.htm

Why are we here today?

- To hear some of the original stories and what happened next...
- To learn about some of the impact of the stories
- To hear about how the stories have been shared and how they have supported work to improve experiences of care
- To consider their effectiveness in improving experiences of care
- To think about how we can best promote them and use them effectively across the NHS



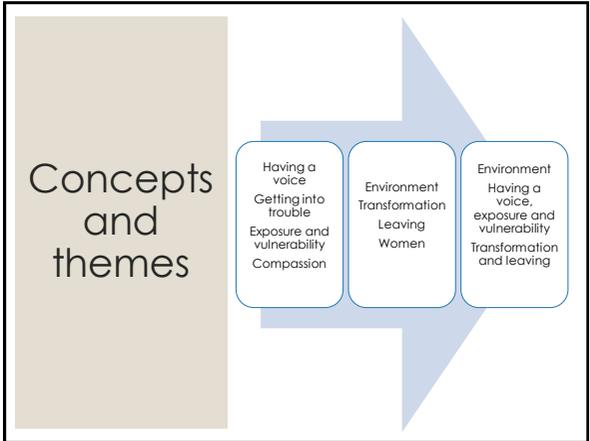
The aftermath of the workshop



An exploration of the impact, influence and implications of digital storytelling on healthcare professionals.

Stories...

"Stories can change lives if we're not careful. They will come in and take the shirts off our backs. Tell the right stories and we live better lives." (Ali Smith, The Guardian, 2005, interviewed by Louise France).



"Probably my favourite bit, the bit I liked most was actually ... the unstructured time that we spent together, eating together, having a glass of wine together when we finished...the informal turning up in the morning making a cup of tea. For me actually that was such a powerful bit of the workshop, that like unstructured, downtime, community feeling was really really useful. Because I don't think I'd had that. That's what I'd be really missing at work."

Environment

Comparisons

- "...their house... just the colours and everything, and the doves. There's something about all of that which was very, very nurturing, caring environment."
- "...I knew I was unhappy at work as well... I subsequently have left that environment now and I've got another job. Which is brilliant..."

"When I looked at you all when you turned up for the workshop I kind of saw you as, as colleagues, if you like, even though we don't work together you're other people who work in the health service, right?"

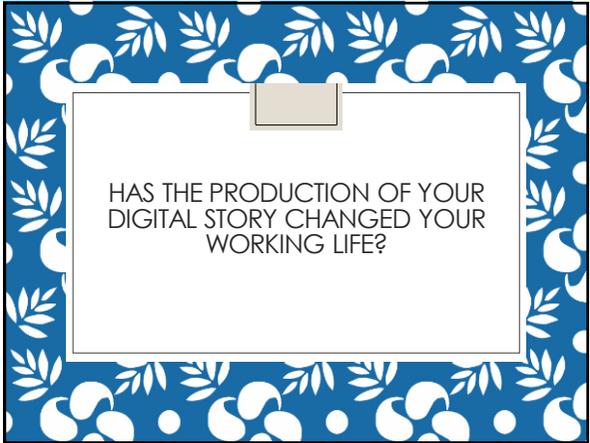
"... I realised how s*!t the NHS is... no one's looking after us but we're expected to provide the service that is looking after other people. How are we going to do that if we feel this bad?"



"...something that is really crucial in the storytelling and probably one of the reasons I found it most helpful is it's not a conversation."



"It's so exposing isn't it telling your story. You've opened up, you're laid bare, your inner workings like in a really open kind of way and then for somebody to just not respond, not even with like a normal human reaction..."



HAS THE PRODUCTION OF YOUR DIGITAL STORY CHANGED YOUR WORKING LIFE?





Sharing the learning from the *DNA of Care*:
Evaluation, evolution and some ripples

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@PilgrimPip
Co-founder, Patient Voices Programme
Honorary lecturer, University of Manchester Medical School

7th December 2017
DNA of Care Shared Learning Event, Conway Hall, London UK

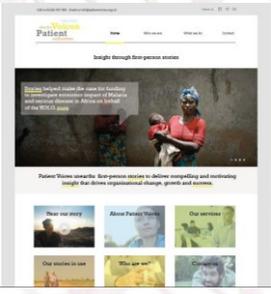


Patient Voices

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

www.england.nhs.uk
www.patientvoices.org.uk/dnaoc.htm



Stories and statistics

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

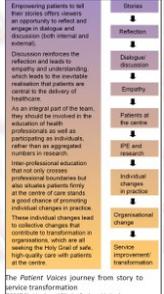


Tony Sumner, 2009

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A model for transformation



- Involving and engaging patients/people
- Placing patients /people firmly at the heart of care
- Listening to their stories
- Learning from their stories
- Promoting reflection
- Prompting discussion and debate
- Strengthening inter-professional education and collaborative practice
- Contributing to research
- Improving quality and safety
- Touching hearts and minds
- Catalysing organisational change

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The DNA of Care



www.england.nhs.uk
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The DNA of Care

NHS England
Patient Voices
collective

'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



www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

Five themes

NHS England
Patient Voices
collective

- Compassion
- Staff as carers
- Leading change across boundaries
- Learning from serious incidents
- Clinicians in distress (wounded healers)

www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

What happened?

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- Five workshops
- 33 storytellers
- 34 stories
- Reflection
- Insight
- Connection
- Healing




www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

The workshops....

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Patient Voices
collective



www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

One (interprofessional) team

NHS England
Patient Voices
collective



www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

What storytellers said

NHS England
Patient Voices
collective

*'There's something very important about the **collective process** as well as the **collective product**. My story is the product of everyone here as well as my own.'*

*'The miracle is **looking through each other's eyes**.'*

*'Since sharing the story I have felt a sense a **peace** and **contentment** as it really allowed me to understand exactly why I am here in this job.'*

*'**Listening** to all the stories gives us **insight** into other people's experiences.'*

*'If we can **connect** with each other then there's hope for the NHS.'*

www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

Evolution: Terrific Teens!

Supporting great science, excellent patient care and a healthier community

Imperial College Healthcare
Charity

www.england.nhs.uk | www.patientvoices.org.uk/dnaac.htm

Evolution: Complex pain, complex teams

www.england.nhs.uk | www.patientvoices.org.uk/dnaac.htm

Ripples

Terrific Teens hits on story pages = 11,005
Complex pain hits on story pages = 7,278

www.england.nhs.uk | www.patientvoices.org.uk/dnaac.htm

What matters to staff...

Deloitte. Time to care: Securing a future for the hospital workforce in Europe. Deloitte Centre for Health Solutions.

www.england.nhs.uk | www.patientvoices.org.uk/dnaac.htm

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://whenIhadcancer.blogspot.co.uk/>

Photo © Irene Tuffrey

www.england.nhs.uk | www.patientvoices.org.uk/dnaac.htm

If you'd like to know more...

Includes a chapter on the DNA of Care project
www.palgrave.com/gb/book/9783319641454
30% discount available until the end of December, using the code PM17THIRTY

www.england.nhs.uk | www.patientvoices.org.uk/dnaac.htm

Thank you

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www.patientvoices.org.uk @PatientVoicesUK

This presentation can be seen at
www.patientvoices.org.uk/present.htm

NHS England effective Voices Patient reflective

The BMJ Group Awards Excellence in Healthcare Education Health Communicator of the Year MDDUS Winner effective Voices Patient reflective

www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

NHS England

effective Voices Patient reflective

The stories of the stories

Yvonne John
Sheena Mansell
Lizz Summers

7th December 2017 DNA of Care Shared Learning Event, Conway Hall, London UK

One year on...

Three brave *DNA of Care* storytellers returned to create new stories about what had changed for them...



NHS England effective Voices Patient reflective

www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

Why would they even say that?



www.patientvoices.org.uk/flv/1021pv384.htm

www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

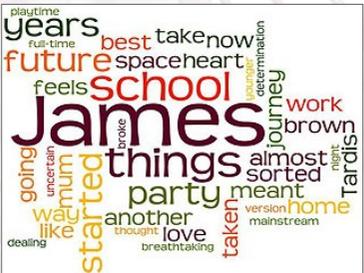
In the club?



www.patientvoices.org.uk/flv/1105pv384.htm

www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

Toil



www.patientvoices.org.uk/flv/1020pv384.htm

www.england.nhs.uk www.patientvoices.org.uk/dnaoc.htm

NHS
North Tees and Hartlepool
NHS Foundation Trust

Thank You



NHS
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Patient
Voices

Reflection and discussion



www.england.nhs.uk www.patientvoices.org.uk/ctaoc.htm

NHS
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Patient
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Time for lunch



www.england.nhs.uk www.patientvoices.org.uk/ctaoc.htm

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Setting the scene



www.england.nhs.uk www.patientvoices.org.uk/ctaoc.htm

The Storytellers

NHS
England

Patient
Voices

Charity

Imperial
Health
Charity

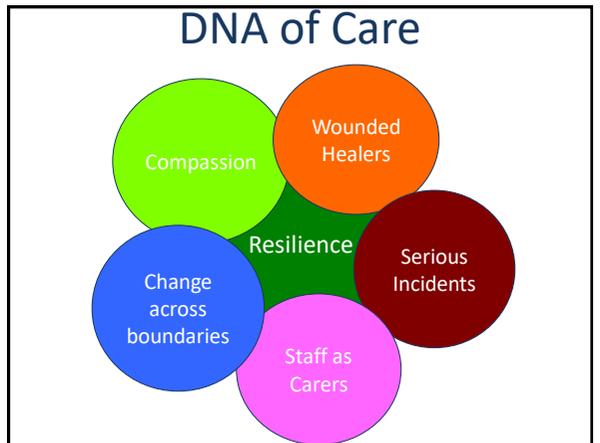
NIHR CLAHRC
North West London

NHS Imperial College
Healthcare

DNA of Care

Resilience

Claudia Gore
Seema Bargota
Rita Fyeface





Pieces...

Addresses the obvious.

- gives permission to talk
- helps people find their voice
- allows compassion for the team
- touches all those who care, regardless of where
- ...shown at Quality & Safety meetings, risk meetings
- ...to help debrief after an incident
- ...in Grand Rounds

I have to give my patients a voice!

Terrific Teens & Fabulous Families!

"I have to give my patients a voice"

Help, Support, Funding

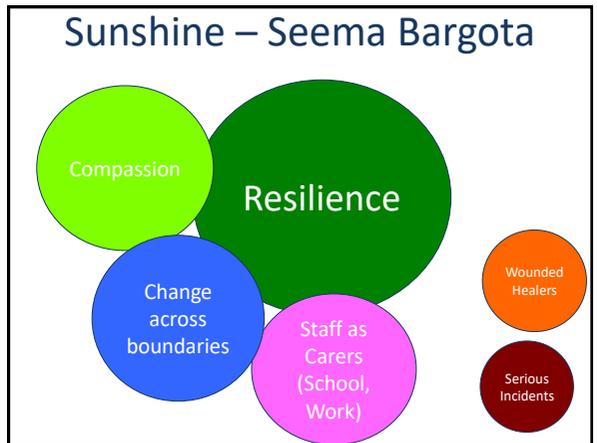
NIHR CLAHRC
 Northwest London

Workshops for Teens, Parents & Siblings.

- Serious Allergies
- Sickle Cell Anaemia

Sunshine

www.patientvoices.org.uk/flv/1072pv384.htm



Where are we now?



NHS
England
Patient
Voices

www.england.nhs.uk www.patientvoices.org.uk/dtaac.htm

Where next?



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England
Patient
Voices

www.england.nhs.uk www.patientvoices.org.uk/dtaac.htm

Thank you



NHS
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