

Patient Voices

Listening to Patient Voices: humanising healthcare

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A patient-centred approach
Westminster, London

Pip Hardy
Pilgrim Projects/Patient Voices

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Patient

In the beginning...

*'In the case of nutrition
and health, just as in the
case of education, the
Gentlemen of Whitehall
really do know better
what is good for the
people than the people
know themselves.'*

Douglas Jay 1937

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Becoming (a) patient

*'To the typical physician, my illness is a routine
incident in his rounds, while for me it's the crisis of
my life.'*

*I would feel better if I had a doctor who at least
perceived this incongruity... I just wish he would...
give me his whole mind just once, be bonded with
me for a brief space, survey my soul as well as my
flesh, to get at my illness, for each man is ill in his
own way.'*

Anatole Broyard 1992

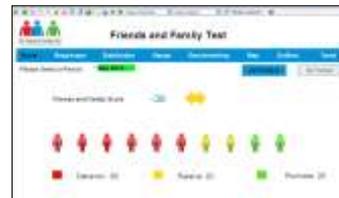
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Patients determining the value of care

The friends and family test (net promoter score)

'How likely are you to recommend this service to your
friends and family?'



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What do patients value?

*'Patients care more
about being treated
with dignity and
respect than they do
about mortality
rates.'*

Ben Page 2004



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The heart of care

respect
communication
empathy
reflection
patient-centred
inter-professional
dignity
compassion
safety

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Patient

Xenia
The art of hospitality

'We are guests in our patients' lives; and we are their hosts when they come to us. Why should they, or we, expect anything less than the graciousness expected by guests and from hosts at their very best? Service is quality.' Don Berwick 1999



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Patient

Wee Haan's story

Can I have a hand, please?

www.patientvoices.org.uk/flv/0262pv384.htm

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Transforming healthcare

'Storytelling is the mode of description best suited to transformation in new situations of action.'



Schön, 1988

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Stories or 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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People before numbers

'If there is one lesson to be learnt, I suggest it is that people must always come before numbers. It is the individual experiences that lie behind statistics and benchmarks and action plans that really matter, and that is what must never be forgotten when policies are being made and implemented.'

Robert Francis 2010

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Philip's story

The elephant in the room

www.patientvoices.org.uk/flv/0572pv384.htm

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An interest in humanity

'One of the essential qualities of the clinician is interest in humanity, for the secret of the care of the patient is in caring for the patient.'

Peabody 1927



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Walking in someone else's shoes



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Jean's story

Getting to the bottom of things

www.patientvoices.org.uk/flv/0110pv384.htm



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Where are PV stories being used?

Patient Voices Reflective Digital Stories are being used to deliver a patient-centred approach in the following organisations:

- Royal College of Nursing: continence care in care homes
- Royal College of Nursing: Principles of Nursing Practice
- Guys and St Thomas's: Clinical leadership
- University of Nottingham: Nurse preceptor training and pre-registration nursing
- University of Hertfordshire: social work training
- Saskatoon Health Authority: First Nations Live Well! Programme
- HK Northern Territories Hospital Cluster: better communication
- La Trobe University: Threshold concepts in mental health
- Manchester MH Trust: induction, staff training and recruitment
- ...and many more



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Changing the world



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Thank you

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