


Patient Voices

Inter-professional learning from Patient Voices




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CAIPE AGM

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Pilgrim Projects/Patient Voices





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Slowing down




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Tomorrow's clinicians



A High Quality Workforce
NHS Next Stage Review

- focused on quality
- patient centred
- clinically driven
- flexible
- valuing people
- promoting life-long learning

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and also....





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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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Ways of knowing

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The Inter-Professional Team

speech therapist
parent OT friend
nurse
PT
service-user
human-being
patient worker
doctor
social carer GP
consultant

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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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Ian's story

Patients and clinicians working in partnership

'Measured innovation'

www.patientvoices.org.uk/flv/0016pv384.htm

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What can we learn?

- What did you think?
- How did you feel?
- What might you do differently?

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Why tell stories?

'We tell stories to entertain and to teach...'

Pascal

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Passages past dragons


'No matter what form the dragon may take, it is of this mysterious passage past him, or into his jaws, that stories of any depth will always be concerned to tell...'

Flannery O'Connor

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Vicky's story

'Locked door'
[[this story is *not* for general use]]



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A model for reflection: EAR

Good stories are

- Effective
- Affective
- Reflective

Tony Sumner, 2008




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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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The stories: Patient Voices

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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



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Creating (professional) identity

'Narrative is radical, creating us at the very moment it is being created.'

Morrison, 1994




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Matthew's story


'Yeah, I'll go'

www.patientvoices.org.uk/flv/0257pv384.htm




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What did Matthew learn?




'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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Reflection in action




'But now, with the [Patient Voices] digital storytelling, I understand for the first time what reflection really means, and how powerful it can be for me, and as a way of sharing my experiences with others.'

Matthew Critchfield, 2008





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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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What can we learn?

- What did you think?
- How did you feel?
- What might you do differently?

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Passages past dragons

'People reach greater maturity as they find the freedom to be themselves and to claim, accept and love their own personal story, with all its brokenness and its beauty.'

Jean Vanier



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Judy's story

'Demons and despair'

www.patientvoices.org.uk/flv/0330pv384.htm

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Why must we use stories in IPE?



Hardy 2007


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The essential story

Patient Voices Reflective digital stories:

- are a distillation
- enable distributive access
- encourage the capacity to teach in new and engaging ways.

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Education and healthcare

The stories are valued for their:

- authenticity
- veracity
- flexibility and versatility
- brevity and succinctness
- emotional power.....

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Education and healthcare

... and for their ability to:

- prompt reflection
- stimulate discussion and debate
- promote empathy
- encourage creativity
- change practice.

Hardy, 2007

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Where are PV stories being used?

- 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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Recovery!



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Cultivating insight



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Reflection and professional development



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Changing the world



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Culture of the heart



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Winner
Excellence in Healthcare Education
Finalist
Health Communicator of the Year

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