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

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

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?’

What do patients value?

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

Ben Page 2004

The heart of care

respect  communication  patient-centred  time-professional

dignity  safety

empathy  reflection  compassion
**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

**Wee Haan’s story**

Can I have a hand, please?

[wikipedia](https://en.wikipedia.org/wiki/Wee_Haan)

**Transforming healthcare**

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

Schön, 1988

**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

**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

**Philip’s story**

The elephant in the room

[wikipedia](https://en.wikipedia.org/wiki/Wee_Haan)
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

Walking in someone else’s shoes

Jean’s story

Getting to the bottom of things

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

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

Changing the world

Thank you

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www.pilgrimprojects.co.uk
References


Gandhi MK (1869-1948): 'The culture of the mind must be subservient to the heart.' Source of quote unknown.


Mead M (1910-1978) ‘Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it’s the only thing that ever has.’ Source of quote unknown.
