



Going digital- but staying personal!

Authenticity to Action 2009

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Introductions

Who are we?

Why are we here?

Why are we *really* here?





Introductions

Who are you?

Why are you here?

Why are you *really* here?



Get Involved 4 the Future

- **Partnerships** through the Forum for Carers and Users of Services (FOCUS)
- New ways to **involve students** actively with learning to learn from patients and their families and carers
- Exploring how **e-learning** can complement face to face work with students –without losing the personal touch





www.patientvoices.org.uk



http://www.patientvoices.org.uk/ - Windows Internet Explorer

http://www.patientvoices.org.uk/

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http://www.patientvoices.org.uk/

Patient Voices

About Patient Voices | The stories | Workshops | Resources

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Welcome to the Patient Voices programme

The Patient Voices programme aims to capture some of the unwritten and unspoken stories of ordinary people so that those who devise and implement strategy, as well as clinicians directly involved in care, may carry out their duties in a more informed and compassionate manner. We hope that, as a result of seeing the stories, patients, their carers and clinicians may meet as equals and work respectfully together for the benefit of all.

The elements of the Patient Voices programme are:

- the production and distribution of the Patient Voices digital stories themselves
- workshops that enable healthcare professionals, carers and patients to develop their own stories and narratives
- consultancy and support on the integration and use of digital stories within healthcare development programmes
- research into the uses and applications of digital stories in healthcare quality improvement and as reflective tools in healthcare education.

These are underpinned by an ongoing academic programme in inter-professional education and lifelong learning. To find out more, what's new, or to view some of the Patient Voices digital stories, click on the links above.

[Contact us](#) [Top Back](#)

You are in : Patient Voices

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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



Facts and figures (and some statistics)

350+ stories facilitated/recorded

60+ workshops, plus some home visits!

250+ stories released via Patient Voices website

20 Patient Voices stories WIP

458,388 hits on the website in 2008 – heading for .5 million in 2009

1500-2000 hits per working day on PV website

87 gigabytes of data downloaded



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30+ stories viewed each day



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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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Digital storytelling workshop Spring 2009



In the director's chair....





In the director's chair....

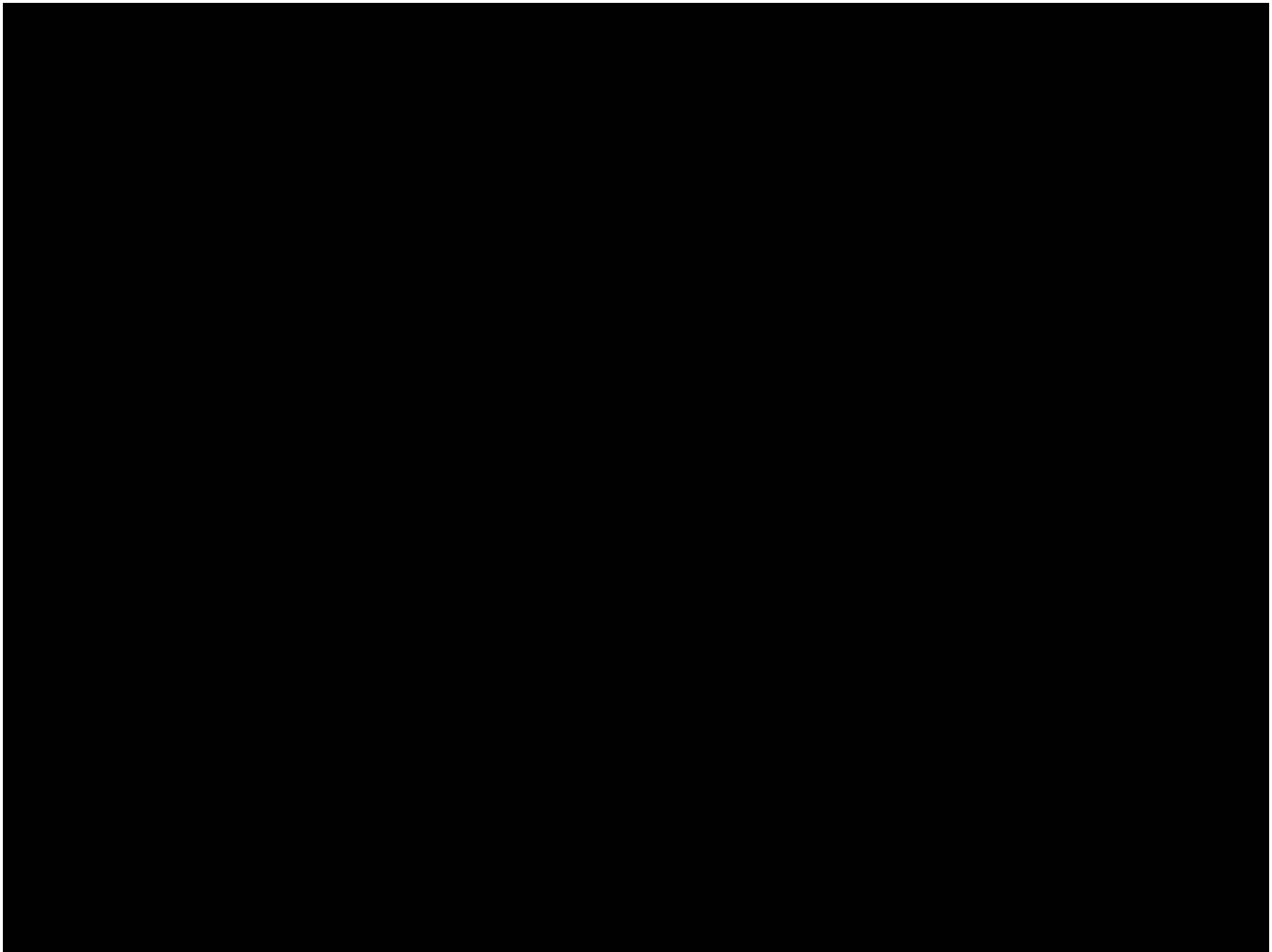


Judy's story

'Darkness'

www.patientvoices.org.uk/ul.htm





- How do you feel as a result of seeing this story?
- What do you think as a result of seeing this story?
- What might you do differently as a result of seeing this story?



Making the stories

Storytellers' comments:

*'It was a huge **challenge** for me – in a positive way.'*

*'Bonding with **the group**/working in a small group.'*

*'Facing things I hadn't thought of for a while make it **cathartic**. It was difficult, but I have felt a lot better since then.'*



Using the stories

Storytellers' comments:

*'My story is **personal** but it's OK to be online.'*

*'It was strange watching it in front of other people ...you feel **exposed and vulnerable**. It's close to your heart, and sympathy can be hard to take.'*

'Having watched it a few times, I feel distanced so can watch it.'



Watching the stories

Students' comments:

*'I thought it was a very useful piece – it gives an **emotional insight** into the turmoil you have suffered.'*

*'The movie was brilliant. It **provoked emotion** and let us see the personal side to patients.'*

*'It taught me to **see the person** not the cancer and will put this to good use on placement.'*



Watching the stories

Students' comments:

'It made me realise that people are dealing with life as well as illness and it's important to remember this.'

*'Health professionals tend to forget to see patients as people with lives outside hospital ... to be able to understand this will help provide better **support** and more **empathy**.'*





The story so far

How the stories are being used:

- to complement giving a talk to radiotherapy students
- as a scenario for problem-based learning for medical imaging students
- as a starting point for group work on problem-solving with occupational therapy students



The story so far

How the stories are being used:

- to assess occupational therapy students' understanding of barriers to everyday living
- to explore sources of data with Masters in Research students
- for staff development for academic staff





The two-minute story

- Take a few moments to think of a story. Make a few notes if you wish.
- Now tell your story to your partner in two minutes.
- Stop! Listeners, what did you notice?
- Now use the storyboard template to plan your story.
- Tell your story again.
- What were the differences between the two stories?



Your thoughts?

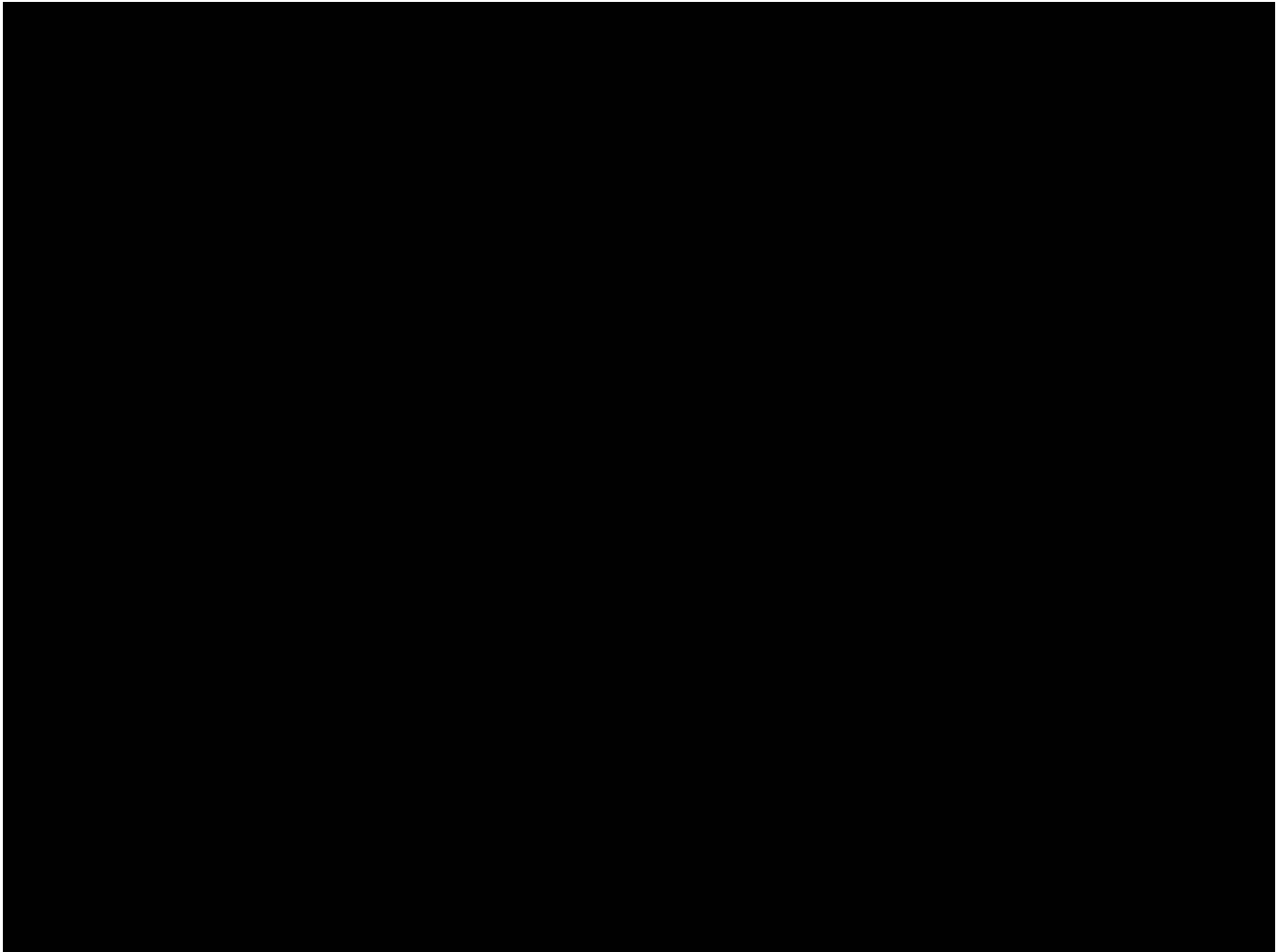




Stephen's story

'Blink once for yes'

www.patientvoices.org.uk/ul.htm





Reflection

- How do you feel as a result of seeing this story?
- What do you think as a result of seeing this story?
- What might you do differently as a result of seeing this story?



Teaching and learning

How might you use this story

- with your students?
- with your colleagues?
- with others?





Thank you

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The best things in life...

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