

## Patient Voices

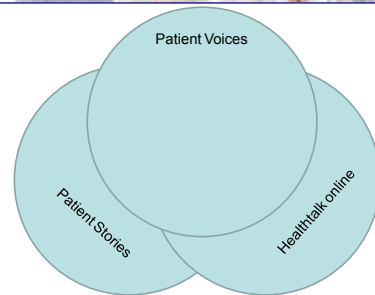
How can stories of patient and professional experience contribute to BESST in clinical medical education?  
Part 1: Patient Voices

6<sup>th</sup> July 2012  
BeSST in medicine, Cardiff

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Pilgrim Projects/Patient Voices

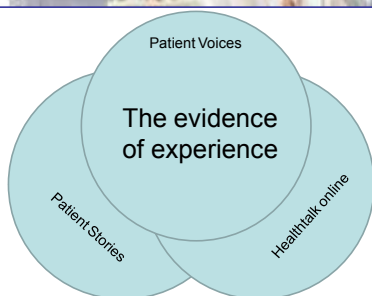
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## A trinity...



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## ...and a truth



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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.'*

Francis, 2010

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## Identity and awareness

'Yeah, I'll go'

<http://www.patientvoices.org.uk/flv/0257pv384.htm>

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## Storytelling: the laboratory of meaning

*'The [story] is a laboratory where students construct meaning from their accumulated experience.'*

Paulson and Paulson, 1991

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## Storytelling, reflection and ontological awareness

*'We're asked to reflect all the time, and then to reflect on our reflection until we're sick of it. But now, with the digital storytelling, I understand for the first time what it really means, and how powerful reflection can be for me, and as a way of sharing my experiences with others.'*

Critchfield, 2008



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## Reflection captured and shared

*'Stories are products of reflection, but we do not usually hold onto them long enough to make them objects of reflection in their own right.'*

Schön, 1988



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## Transforming learners

*'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...'*

Sumner, 2009



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## The power of stories



*'Every light was a story and the flashes themselves were the stories going out over the waves, as markers and guides, comfort and warning.'*

Winterson, 2004



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## The adaptability and universality of stories in education

Markers

Guides

Hardy, 2007

Comfort

Warning



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## Jean's story

Getting to the bottom of things  
[www.patientvoices.org.uk/flv/0110pv384.htm](http://www.patientvoices.org.uk/flv/0110pv384.htm)







## Patient Voices digital stories: EAR

Why are the Patient Voices stories so popular, and so powerful?

- Effective
- Affective
- Reflective

Summer, 2008






## What are *Patient Voices* reflective digital stories?

Short videos consisting of still images, music, voiceover (usually) and video (sometimes); the stories are told by real people about real experiences.

*A distillation* – they move us from the narrative to the *essential story*.








## Why not a narrative?

*'Although some authors use the word "narrative" as a synonym for "story", narrative can be defined as **predominantly factual** whereas stories are **reflective, creative and value laden**, usually revealing something important about the human condition.'*



Haigh and Hardy, 2010

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Francis, 2010


## Patient Voices: the essential characteristics

Patient Voices reflective digital stories are:

- brief: a good digital story is a short digital story
- simple: low-technology using carefully chosen images, voiceover and/or music and titling
- personal: revealing something important about the storyteller
- respectful of others' feelings and experiences
- created in a spirit of collaboration and partnership.




## Digital storytelling: facilitative workshops

Typically, Patient Voices reflective digital stories are produced in small, intensive workshops.



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## Patient Voices: the heart of the story

- 250 words
- 12–20 pictures
- told from heart
- keep it simple

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## Stories that move

*'The foundation of a story is an emotional foundation.'*

Martel, 1993

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## Stories that motivate

*'If you want to build a ship do not gather men together and assign tasks. Instead teach them the longing for the wide endless sea.'*

de St Exupery, 1943

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## Patient Voices digital stories

Patient Voices digital stories are not:

- reports
- presentations
- interviews
- talking head videos
- edited recordings
- mechanistic or formulaic
- created in isolation.

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## Patient Voices digital stories

Patient Voices digital stories are:

- carefully crafted (by the storyteller)
- creative
- personal
- authentic
- reflective
- created in a facilitative group process
- stories!

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## Keepers of the stories

*'...the ability to tell, hear and share stories of experience and aspiration is a prerequisite for the development of a learning organisation of reflective individuals.'*

Sumner, 2009



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## Thank you

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Presentation available at: [www.patientvoices.org.uk/present.htm](http://www.patientvoices.org.uk/present.htm)

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