

## Ayrshire and Arran NHS Board

Monday 29 January 2018



### Patient Stories to Inspire & Educate: David's Story

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**Date:** 16 January 2018

#### Recommendation

The Board is asked to listen to David's story, and note the plans for use in accordance with the new patient story framework.

#### Summary

This honest account of a traumatic period in David's life resulting from drug addiction highlights the important role addictions workers can play in all aspects of an individual's journey to recovery.

**Key Messages:**

- The far reaching impact an addiction can have on all aspects of a patient's life.
- The vital role honest communication has in establishing a therapeutic patient relationship.
- How patient stories like this can be used to inspire staff and educate other service users in a very powerful way.
- How a flexible approach to the format of patient stories supports its wider use.

#### Glossary of Terms

CO NHS A&A	Care Opinion NHS Ayrshire & Arran
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# David's Story

## 1. Situation

In accordance with the new Patient Story Framework, David's preferred method of telling his story was in written form. He has expressed his wish that his story be used across the organisation to help staff and patients alike to learn from his journey.

David account of his addiction is an honest and powerful story that can not only educate other service users about how to seek help, it is also an inspirational story for staff involved in addiction services to remind them of the impact their contribution can have to all aspects of a service user's life.

This story has the potential to be utilised in a number of ways and this paper outlines how this story will be used to achieve maximum benefit for service users and staff alike.

## 2. Background

David honestly tells of his descent from recreational drug user who maintained a normal working and family life, to his full addiction to heroin and the loss of his job, family and eventually his liberty.

He recounts the impact his addiction support worker had on his recovery and he reaches out to anyone who finds themselves in a similar situation to him with positive encouragement to seek the support of addiction services.

## 3. Assessment

David's story highlights his experience of using addiction services and will be used as outlined below.

- Leaflets to be produced highlighting parts of David's story to promote addiction services - this will be shared initially within acute services for inpatients and with prison services.
- Story to be shared via daily digest for all staff to read. This will promote both the service and the power of patient stories.
- It will feature in an upcoming Care Opinion Blog which is being prepared to highlight our new plans to recruit more clinical and management staff as responders to our CO posts, details of which will be shared in a future board paper.

Our new flexible approach to sharing patient stories and experience in a variety of formats, while still in its infancy, is already increasing the spread of stories, and has resulted in an increased number of services contacting the person centred team for assistance in capturing stories.

## 4. Recommendation

The Board is asked to listen to David's story, which will be used to educate service users, promote addiction services, and inspire staff by reinforcing the positive benefits of a person centred approach to care.

## Monitoring Form

<b>Policy/Strategy Implications</b>	The Board will monitor the delivery of the Healthcare Quality Strategy
<b>Workforce Implications</b>	The Workforce 2020 Vision will support the engagement with all staff in providing accurate information on all areas of quality and highlight areas of concern or risk
<b>Financial Implications</b>	None – patient stories are gained using equipment already available
<b>Consultation (including Professional Committees)</b>	The story will be shared across the relevant professional committees once approved by the Board
<b>Risk Assessment</b>	Not required
<b>Best Value</b>  <ul style="list-style-type: none"> <li>- Vision and leadership</li> <li>- Effective partnerships</li> <li>- Governance and accountability</li> <li>- Use of resources</li> <li>- Performance management</li> </ul>	<p>Patient stories enhance relationships and integration.</p> <p>The Person Centred Care Lead has an overall view of all stories.</p> <p>Current resources adequate to support patient stories for improvement.</p>
<b>Compliance with Corporate Objectives</b>	Supports compliance with objectives on quality, safety, improved patient experience and a learning organisation.
<b>Single Outcome Agreement (SOA)</b>	Patient stories can have a positive impact on SOA objectives.
<b>Impact Assessment</b>	
Impact assessment not required as this is an internal document.	