

Interested in sharing your recent health care experience?

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We’d like to hear about aspects of your recent healthcare experience, it might be around things that worked really well for you or perhaps parts that didn’t work so well.

We value your feedback. It helps us to better understand from your eyes how to improve the Health Service.

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**Before taking part**

We’ll explain everything the process involves so you understand what we are asking of you, then if you feel you would like to share your story, we will ask you to sign a consent form.

**Where will the discussion take place?**

In a place where both you & the staff member feel comfortable *e.g. hospital room, health centre, home.* We welcome you to have a family member or carer with you if you wish.

**How long will the discussion take?**

About 10-20 minutes

**What do I do in the discussion?**

To help you tell your story we use a tool called “**emotional touchpoints”.** Emotional touchpoints are simply key points in your experience that stood out for you *(could be a positive or negative experience).* The tool helps you to describe how you felt about that particular experience and ideas you have to improve your care.

So to begin, you’ll be shown some **touchpoint** cards. These are some examples of common experiences that may stand out for you and assist you in sharing your experience *(e.g. these cards could be: talking with staff, visiting times, my medications, being involved in decisions).* But if there’s another point you’d like to talk about, we’ll just add that to a blank card.

After you’ve selected your touchpoint, we’ll then invite you to select **emotional word** cards that sum up how you felt about the particular touchpoint.

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| --- |
| ***An Example***  *The touchpoint that stood out for a patient was*  *` talking with the staff’.*  *The* ***emotion words*** *that a patient chose in regards to `talking with staff were****: unsure, cared for, confused & hopefu****l as this is how talking with staff made them feel.* |

You’ll then be invited to share why you felt that way*.*

**Recording the discussion**

During the discussion staff may jot down notes or staff may ask if it’s OK to audio record so they are not writing when they’re listening to you share your story. If you agree to being audiotaped, you’ll need to sign a consent form. When your story is typed up the recording is deleted.

**What if I decide I no longer wish to share my story?**

This is your story about your experience. If at any time you don’t wish to be involved or to share your story that is completely your decision. Your care will not be affected. Records of your discussion will be deleted. Even after you have shared your story you may withdraw your story or part of it at any time without giving a reason.

**How will my confidentiality be protected?**

In sharing your insights, we will remove any details which may identify you unless you wish to be identified.

However, in set circumstances we may be required to disclose information you have provided. This might occur where either:

* Disclosure is required by law *e.g. if you were to advise us that you were the victim of a criminal act while you were receiving health services.*
* If mandatory NSW Health policy directives require us to do so *e.g. if you tell us of serious misconduct or negligence by a staff member.*

**What happens after the discussion?**

Your story’s typed up & returned to you to make sure it’s an accurate record of your experience. You will find that the taped story is not written in the exact same words from the conversation rather it pulls the substance of your experience together. You can make changes to the story if needed.

You will be given a copy of your story & consent form to keep.

We will ask you again if it is okay to share your story:

* With other staff in the organisation as your experience offers a way for us to learn from & develop our service.
* Possibly presenting improvements from your story at conferences within & outside of our service.

We’ll also ask if you’d like to be kept in the loop of any developments to our service that is a result of your story findings.

**For further information, please contact:**

Name ……………………………………………..

Designation: ……………………………………

Contact: …………………………………………..

***Acknowledgements:***

*NHS Dumfries & Galloway Mental Health Services Patient & Relative Stories Information Leaflet*

*MyhomelifeScotland resources/emotional-touchpoints*

*The patients, carers and MNCLHD staff who together created this booklet*

***Thank you for your interest in sharing your healthcare experience***

*Essentials of Care Team 2022*