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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Digital Patient Stories for service improvement

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Siobhan's Story

Involving families in sudden end of life

This story
has permission to be shown
anywhere including online

What is a Digital Story?

An edited voice recording with photos/drawings

- 1st person
- Short - aim for 2 minutes
- Teller remains the director of their story



Why?

1. For people to process what they are going through
2. For sharing best practice and for service promotion
3. For advocacy - service improvement & business cases



The Benefits

- Prevented incidents escalating to formal complaints and ending up in court – bringing resolution and closure
- Improved services such as perinatal mental health, family witnessed resuscitation, incident reporting and end of life care
- Shared best practice in areas such as pressure ulcer prevention, dementia care and responding to never events



Senior Support



‘We are truly committed to using patient experience to improve our services. These real stories touch the hearts and minds of our staff and actually change practice.’

Where are we now?

- Stories start most Health Board meetings
- Sharepoint site – library of 200 stories
- 12 active trained story facilitators
- Patient Story Forum
- Story showcase events
- Training accredited by University of South Wales
- Sharing what we have learned more widely...UK...USA...
- Research.....?



Digital Storytelling is Deep Listening
which leads to service improvement

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