



Experts by Experience: The Patient's Voice module PENNA Award Submission 2023



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Who are we?



Service User / Carer (SUC) involvement and inclusion



New thinking: What makes our initiative unique?

What is Co-Production?



Shared vision and goals:

- For student nurses to develop professional and personal skills focusing on a person centred approach
- To develop the ability to listen, understanding of the patient journey and promote the patient voice
- To positively impact on the patient experience when applied to practice, not just in the classroom

How does it work?

Week/ Date	Part 1 of Session	Part 2 of Session
1	Welcome to the module	An introduction to Person Centred Care: getting to know you!
2	Taking a solution-focussed approach – promoting shared decision making; what is important to me?	Communication strategies – notions of vulnerability, empathy, the impact of poor communication; reasonable adjustments
3	Respecting people’s voices and acting with integrity: advocacy	Your professional voice: NMC values; duty of candour; empowerment; enablement; professionalism
4	Is being the subject of a multidisciplinary meeting easy? Partnership working; roles, responsibilities; benefits	The challenges of working in a multidisciplinary environment: communication; best interests; inclusion
5	Empathy, patience and empowerment – why dementia isn’t a death sentence. Myths, book case analogy; overview	Validation, distraction and negotiation – communication techniques and strategies; reasonable adjustments
6	Diagnostic overshadowing – why aren’t we listening to the people who know those whom we support best? Power	The patient Voice – why is person-led, qualitative evidence important and where does it fit?
7	Legislation and how we work within it	Restrictive practices: incorporating the person’s voices, opinions; respecting decisions and unwise choices
8	Challenging behaviour and challenging attitudes: what is it? Strategies to explore the behaviour – see the person	Assessment support 1
9	The Death Café: a ‘safe’ place to discuss palliative care and death; to reflect on perceptions and to promote communication, knowledge and understanding of an often taboo subject	
10	Paula McGowan’s Session	Assessment support 2

Feedback from students

- **A valuable experience**
- **It highlights the importance of good practice, how what you say and do can affect the service user.**
- **First-hand experience of patient journey and thoughts**
- **Made me think how my care affects patients**
- **Very motivating and inspiring**
- **It made me think hard about how I want to practice as a nurse**
- **Brings theory to practice**
- **Provided a very powerful message that will stay with me throughout my career**

Feedback from SUC

- **A first year nursing student after I had talked to her group answered that question for me. She said 'Thank you for sharing your experiences they will help me to develop into the best nurse I can be'.**
- **I love the feedback I get from the students when I tell my story, they hear the stories first-hand from both service users and unpaid family carers and this can only benefit them and patients in the future.**

What next?

Sustainability, transferability and the future



Sustainability is a challenge but is a priority

- Recruitment is a continuous requirement
- We have a duty to care for our experts
- Strengthening and measuring the impact is identified as something to consider in the future.

Transferability: This module was taught online during the pandemic which required some skill development from all involved

Shared practice: The format could be used across other courses, platforms and organisations

