



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

## 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

