

Afterword

I am an avid reader and a lover of stories. I love that bittersweet moment at the end of a great book when you realise you will have to have a little break from reading, as the last story was irreplaceable.

In my work with the English National Health Service, I find myself surrounded by irreplaceable stories. Every day, they offer us important lessons if we could only slow down and take the time to hear them.

The tragic failures in health and social care in the UK and elsewhere over the past two decades have many similarities. One important similarity I have observed is that:

...people always knew what was taking place. WE KNEW.

The public enquiries always reveal that, for a long time, people within the system had told stories that alerted us to impending disaster. The system chose not to listen, not to hear, not to believe, not to be curious, not to explore.

For me this is the greatest tragedy. If we had listened to the stories, we might have saved a life—many lives. Often told in anger, with frustration and sadness, the stories are telling us what people see, what they hear and what they feel.

These are irreplaceable stories.

The collection of work within this book demonstrates the power of stories from and across many walks of life. It offers us the opportunity to view the world from numerous positions, so we can understand more and better, and cultivate our compassion. As organisational leaders, we must also cultivate the culture of storytelling.

I have learned that two simple questions can act as a catalyst to help people tell their stories:

What brought you here, now?

Why do you carry on doing what you are doing?

Try them, see what you learn

I am pretty sure you will hear an irreplaceable story.

Organisation Development
Hart Consultancy Services
Hartlepool, UK

Maxine Craig

Index

NUMBERS AND SYMBOLS

6Cs, 85, 147, 149, 357–359

A

Aaronson, Louise, 66

Actions for End of Life Care: 2014-16,
309

Active learning, 281, 298–300

Acute COPD Early Response Service
(ACERS), 87, 142–147

Adams, Joy, 33

Adaptations, 73, 80, 206, 280, 286,
288, 292

Adaptive facilitation, 48, 52, 80

Adobe, 74

Adult learning, 317

Advance care planning, 316

Advanced Risc Machines (ARM), 10

Air medical transport, 34, 87, 117,
120, 123, 124

Al-Alousi, S., 161

Albom, Mitch, 58, 113, 131, 237,
360

Alexander, Patricia, 92, 147

Alexandra, Darcy, 76

All hope is gone, 314

Allied health professionals (AHPs),
49, 309

All Together Better Health conference,
29

Alzheimer's, 98

Amplification, 196, 206, 209, 210

Anderson, Liz, 29, 349

Anecdotes, 40, 66, 81, 290

Ankara, 47

Another pair of eyes, 90

Are we there yet?, 187

Are you happy in your profession?, 160

Arthritis, 103–114, 86, 86

Arthritis care, 106, 107, 114

Arthritis research UK, 105

Arthur and Co., 73, 86, 103–114,
348

- Aspergers, 38
 Association of Air Medical Services (AAMS), 118
 Asthma, 143, 148
 Atchley, Dana, 63
 Athens, 47
 Audiences, 17, 31, 47, 65, 91, 130, 146, 177, 186, 192, 193, 208, 209, 216, 284, 286–288, 290, 294, 295, 314, 337, 338
 Authenticity, 190
Authenticity to Action conference, 298
 Authentic stories, 113, 190
 Autistic spectrum, 205
 Auto-analysed data, 41
 Auto ethnographies, 241
 Aviation safety, 348
 Aviation Safety Reporting System (ASRS), 121
- B**
- Back pain, 267, 268
 Bailey-Dering, J., 31, 358
 Bajin, Mia, 92, 217
 Balance of power, 15, 17, 129, 242, 254
 Baldwin, V., 187
 Ball, Bev, 299
 Ballatt, J., 314, 355
 Barts Health, 51
 Batalden, Paul, 16, 17
 Bate, Paul, 17, 231
 Bayer, T., 314
 BBC, 10, 64, 130, 135
 BBC *Capture Wales*, 10
 BBC Radio 4 *Today* programme, 135
 Bendigo, 38
Be patient with us, 160, 161, 178, 179
 Beresford, Peter, 200
 Berners-Lee, Tim, 9
 Berwick, Donald, 112
 Beryl Institute, 329
 Bevan, Helen, 17, 50
Bicycle clips, 300, 301, 303
 Bill of Rights for Storytellers, 69
Blink once for yes, 302
BMJ, 39, 47
Book of Stephan, The, 53
 Boorman, Steve, 328, 329
 Bowker, Judy, 301
 Bowskill, Gill, 103–114
 Breathe easy, 141–149, 87
 Breathing space clinic, 147
Breathless, 125, 145
 Breathlessness, 141, 143, 148
 Brexit, 99
 Bristol inquiry, 8, 104, 230
 Bristol Royal Infirmary, 8, 96, 356
British Medical Journal, 39
 Broyard, Anatole, 195
 Bruner, Jerome, 123, 124
 Building Healthy Rural Communities, 46
 Bullying, 187, 230, 232
 Burrill, Joy, 301
- C**
- Calgary, 31, 32
Callback, 86, 121
 Campling, P., 314, 355
 Cancer, 142, 195, 260, 298–300, 314, 331

- Can I have a hand, please?*, 178
- Capturing Lives, Creating Community*, 48, 63, 359
- Carder, J., 217
- Cardiff University, 39
- Care of the dying?*, 160, 161, 172
- Care Programme Approach (CPA), 135
- Care Quality Commission (CQC), 134, 136
- Carers, 13, 14, 18, 29, 31, 33, 38, 49, 53, 55, 57, 79, 86, 90, 95–99, 104, 112, 114, 130–133, 136, 137, 158, 196, 199, 201, 202, 213, 247, 249, 251, 255, 261, 262, 281, 283, 287, 298, 300, 309–311, 313, 316, 319, 321, 323, 350, 352, 356
- Carers' resource (Harrogate), 31
- Carers' Voices, 196, 213
- Caring for staff as well as patients, 53
- Carson, Jo, 66
- Carter, Carole, 103–114
- Catharsis, 237
- Cathartic, 16, 167, 196, 197, 201, 217, 226, 299, 314, 350
- CD-ROM, 7
- Center for Digital Storytelling (CDS), 10, 26, 40, 63, 64, 120
- Centre for Integrative Learning, 185
- Centre for the Advancement of Interprofessional Education (CAIPE), 55, 156, 281, 308, 311, 317
- CEO, 25, 27, 47, 94, 122, 134
- Characters, 66
- Chief executive, 14, 87, 132, 133, 148, 356
- Chief nursing officer, 357
- Children's Liver Disease Foundation (CLDF), 49
- Child within my bipolar, The*, 130
- Chochinov, H., 312
- Chronic Disease Prevention and Management* conference, 31
- Chronic diseases, 31, 32, 251
- Chronic Obstructive Pulmonary Disease (COPD), 38, 87, 141–149
- Chronic pain, 54, 110, 196, 269
- Churchill, Neil, 50
- CINTRA, 31
- Clark, Brian, 103–114
- Clark, David, 14
- Clarke, Monica, 12, 13, 280
- Clearer road ahead, A, 217
- Climbing Mountains*, 156
- Clinical governance, 10–13, 15, 16, 89, 90
- Clinical Governance in Primary Care, 249
- Clinical Governance Matters*, 16
- Clinical Governance Support Team (CGST), 12
- Clinical Governance Works*, 16
- Clinical microsystems, 16, 25, 231
- Clinical negligence, 29, 136
- Clinical practice, 96, 120, 152, 158, 160, 163, 164, 166, 184, 268
- Clinical supervision, 39
- Closure, 197, 230, 234, 237
- Co-design, 103–114
- Cognitive impairment, 73
- Cognitive learning, 123
- Cohen, D. S., 348

- Collaboration, 55, 58, 67, 103, 202, 281, 288, 308, 317, 319, 322, 352, 354
- Collaborative, 11, 25, 106, 280, 281, 319, 320, 323
- Coming out*, 146
- Coming out the other side*, 217
- Commissioners, 98, 143, 149, 293, 294, 309, 348
- Commissioner/facilitator role, 288–291
- Communication skills, 268, 302, 303
- Communities of health, 36
- Compassion, 5, 36, 85, 91, 128, 143, 161, 175, 237, 242, 250, 283, 307–323, 330, 345–361
- Compassion in practice: nursing, midwifery and care staff, our vision and strategy*, 147
- Competencies, 171, 317, 320
- Competency-based training, 319, 323
- Competency framework for international collaboration and interprofessional education, 319
- Complex pain, 54, 339
- Conflict, 66, 70, 153, 179, 184, 187, 188, 290, 319, 320
- Connect: a life in stories*, 105
- Connelly, Paul, 28
- Consent and release process, 28, 68, 69, 234, 350
- Consents, 2, 13, 15, 18, 27, 28, 41, 68–71, 81, 87, 129, 130, 165, 197, 208, 209, 234, 271, 273, 276, 304, 350
- Constructivist perspective, 219, 222, 223
- Convivial tools, 63
- Co-production, 15, 18, 91, 95, 96, 103–114, 280, 283, 286, 287, 293–295, 312, 346, 351, 352
- Copyright, 18, 69–71
- Core values, 85, 87, 99, 146, 147, 231
- Corporate Manslaughter and Homicide Act, 94
- Corrie, Kath, 299
- Corry-Bass, Steve, 161
- Coulter, Angela, 8, 18, 241
- Counselling, 40, 111, 207
- Craig, Maxine, 230
- Create-Share-Listen conference, 46
- Creative activity, 206–208
- Creative commons, 13, 14, 68, 70
- Creative Listening*, 15
- Cree, Lindsey, 130
- Crew resource management, 119
- Crisis, 66, 221
- Critchfield, Matthew, 161, 165, 349
- Critical consciousness, 63, 151
- Critical friends, 24, 25, 354
- Critical incidents, 163
- Critical learning moments, 163, 166
- Critical reflection, 151
- Cronin, Stephen, 302
- Crossing the Quality Chasm*, 8
- Cultivating compassion, 352–354, 281
- Cultivating Compassion in End of Life Care*, 55, 281, 307–323
- Culture of safety, 87, 117–125, 348
- Cultures, 10, 36, 40, 52, 80, 87, 95, 103, 117–125, 137, 149, 165,

- 187, 230, 231, 235, 250, 254,
255, 314, 348, 349, 356
- Cummings, Jane, 85, 87, 147, 357
- Curran, N., 339
- Cyclothymia, 199
- D**
- Daily tasks during the workshop, 285
- Dangling Conversations*, 73, 280,
283–295
- Darkness*, 301
- Dartmouth Hitchcock Medical
School, 16
- Database of Individual Patient
Experience (DIPEX), 8
- Data evidence, 241
- Deeny, Karen, 281
- Deloitte UK, 50, 251
- Dementia, 48, 49, 53, 73, 98,
260–263, 280, 283, 352
- Dementia Insights, 53
- Deming, W Edwards, 245
- Department of Health (DH), 18, 49,
90, 96, 133, 245
- Depression, 142, 203, 217, 247
- Desa, G., 97
- Desa, J., 97
- Design council, 103–114
- Developing learning programmes,
23, 55, 346
- Developing People—Improving Care*,
331
- Dewey, John, 151, 158
- Diabetes, 36
- Diagnosis, 38, 108, 110, 111, 113,
142, 143, 146, 199, 260, 284,
289, 314
- Diagnostic radiographers, 297
- Digital stories, 15, 16, 18, 26–29,
34, 36, 39, 46, 51, 52, 54–56,
64, 67, 70, 73, 74, 77, 78, 81,
90, 93–95, 99, 103–114,
117–125, 127–137, 141–149,
152, 155, 171, 172, 175–177,
180, 185, 186, 188, 191, 192,
195, 196, 200–202, 204, 205,
207–210, 213, 215, 217, 220,
222, 224–226, 232, 234–236,
242, 247, 249, 254, 257, 258,
260–262, 265, 267, 273, 274,
280, 281, 283, 297, 307–323,
327, 331, 332, 334, 337, 338,
341, 342, 347, 350–352, 355,
358–360
- Digital stories as qualitative data, 29
- Digital storytelling, 2, 10, 11, 14,
15, 19, 25, 26, 30, 34–36,
38–41, 46–50, 52, 53, 55, 56,
58, 63–65, 67, 69, 73–75, 78,
80, 81, 87, 106, 114,
120–123, 136, 149, 151–153,
155–160, 164, 167, 170, 174,
177, 183, 195–197, 199,
213–216, 221, 225, 229, 241,
242, 257–265, 267, 281,
285–288, 291, 292, 294, 295,
298, 303, 311–315, 327, 346,
349, 350, 358–360
- Digital storytelling and research, 30,
39, 49, 55, 242
- Digital storytelling as therapy, 39,
205
- Digital Storytelling Cookbook*, 26
- Digital Storytelling in Health and
Social Policy*, 360

- Digital storytelling process, 144,
148, 286, 288, 293–295
- Dignity, viii, xiv, 18, 19, 50, 87, 90,
93, 94, 96, 97, 127–137, 250,
258, 312, 317
- Dignity and respect, viii, 50, 87, 96,
97, 127–137, 355
- Dignity-conserving care, 312
- Disabilities, 38, 74
- Discrimination, 105, 199, 224
- Distillation, 92, 196, 206–210, 241,
360
- Distribution, 2, 69, 86
- DNA of Care*, 53, 54, 56, 281,
327–342, 356, 357
- Documentary, 1, 56, 76
- Don't wait*, 314
- Double helix of experience, 54
- Dragons, xv, 58, 66, 107, 313, 314,
358
- Duff, B., 289
- Durkin, Mary, 146
- Duty of care, 97, 98
- DVD, 68, 73, 202–204, 224, 247,
249, 250
- E**
- Edge Talk, 338
- Educational approaches, 7, 185
- Educational resources, 15, 87, 129,
185, 192, 193, 232, 310, 313,
316–320, 322, 323, 352
- Effective Affective Reflective (EAR),
315
- E-flection, 52
- Elderly patients, 144
- E-learning resources, 11, 283, 316
- Eleventh hour, The*, 146
- Eliot, T. S., 359
- Emerging genre of digital
storytelling, 360
- Emotional content, 160, 321
- Emotional labour, 187, 200
- Emotional safety, 81
- Empathy, xv, 85, 110, 113, 147,
242, 267–276, 281, 283, 300,
308, 309, 319, 352
- Empowering patients, 350
- Empty Chairs*, 156
- End of life care (EOLC), 37, 242,
248, 250, 281, 307–323, 352
- Energy levels, 73, 106
- Epistemic injustices, 65, 261, 263,
264
- Epstein, David, 196
- Erickson, Vicki, 120
- Eric's first fifty years*, 113
- Esteem gap, 135
- Ethical issues, 52, 197, 209, 210,
234, 314, 323
- Ethical process, 69, 81
- Ethics, 13, 14, 18, 51, 261
- Ethics and risk, 51, 52
- Evaluations, 24, 160, 164, 190, 192,
291, 300, 312, 340
- Evidence based medicine (EBM), 8,
24
- Evidence of experience, xiv, 11, 24,
131, 241–243, 309–310, 346,
351
- Excellence in Healthcare Education
award, 39
- Experience Based, 279
- Experience based Co-design
(EBCD), 279

- Experience Based Design (EBD),
279
- Experience of care, 312
- Expert patient programme, 8, 17,
32, 113
- F**
- Facilitation, 48, 52, 53, 74, 78, 80,
81, 109, 113, 196, 280, 286,
348, 350
- Facilitators, 33, 35, 36, 52, 53, 67,
69, 77–81, 98, 106, 109, 121,
205–209, 219, 220, 224, 264,
280, 286–294, 302, 312, 323,
352
- Facilitator training workshop, 33, 35
- Federal Aviation Administration, 123
- Final release form, 68
- First Nation peoples, 32
- Fit 4 the Future, 281
- Five Year Forward View*, 329
- Flexible resource, 132–134
- For Isy*, 38
- Forgiveness, 242, 258–260
- Francis report, 85, 129, 147, 166,
249, 356
- Francis, Sir Robert, 93, 94, 97, 129,
147, 156, 165, 230, 234, 249,
314
- Freire, Paulo, 63, 151
- Fricker, Miranda, 65, 261, 263
- G**
- Gee, J. P., 286
- Gee, Steve, 38
- Gemba*, 352
- General Medical Council (GMC),
157, 158, 169, 171, 175,
308–310
- General practitioner (GP), 96, 163,
204, 253, 313, 334
- Gestalt therapy, 220
- Getting to the Bottom of Things*, 31,
47, 358
- Giving someone a second chance*, 97
- Global network, 46
- Go around*, 34, 121, 303
- Godfrey, Margie, 16
- Goffman, Erving, 188
- Gopher, 9
- Gordon, Cath, 299, 317
- Gordon, Jenny, 32, 35
- Gore, C., 338, 340
- Governance, 86, 89–99
- Graham, Laura, 144, 148
- Grand Challenges Canada, 51
- Greater Manchester Mental Health
NHS Foundation Trust, 128
- Greenhalgh, Trish, 8
- Group processes, 110, 209, 286,
292, 319
- Gubrium, Aline, 64, 69, 71, 360
- H**
- Hackney, 144
- Hadland, R., 187
- Hagedorn, Sue, 120
- Haigh, Carol, 29, 87, 127–137, 242,
257, 351
- Hamblin, Anne, 146
- Hardy, Pip, 1, 2, 45–58, 63–81, 107,
121, 125, 129, 132, 155, 185,
192, 225, 230, 281, 284

- Hardy, Rex, 86, 121, 122
 Harland, Nick, 242, 267, 351
 Healing, 58, 66, 81, 92, 105, 110,
 113, 124, 125, 195–197, 200,
 202–204, 206, 207, 233, 237,
 238, 308, 323, 346, 350, 351,
 354
Healing journeys, 33, 196, 199–210,
 214
 Health and social care, xxv, 8, 11, 54,
 87, 89, 95, 128–130, 155,
 158, 164, 167, 200–202, 213,
 223, 248, 250, 309, 310, 347
 Healthcare assistant, 55, 178, 311,
 322
 Healthcare education, 8, 9, 37, 176,
 308
 Healthcare professionals, 31, 143,
 144, 147, 148, 163, 178, 179,
 183, 258–262, 303, 321
 Healthcare research, 132, 258
 Healthcare teams, 111, 233
Health Communicator of the Year
 award, 39
 Health Education North East, 55
 Health foundation, 49
 Health sciences, 297, 298, 302
Health Service Journal (HSJ), 50, 136
 Healthtalkonline, 8
 Healthwatch Essex, 98
Healthy Teams, 197, 229–238
 Heart disease, 36
 Heart Improvement Programme
 (HIP), 25, 26
Heart of stone, 160, 161
 Heath, Iona, 50
 Hennessey, S., 358
 Hermeneutic injustice, 65, 79, 80, 263
 Heymann, Eva, 350
 Hibbs, Laura, 25
 Hierarchy of evidence, 24, 241, 351
 Hill, Amy, 64, 69
 Hodson, Matthew, 87, 141–149,
 349
 Hoffman, Karen, 103–114
 Holistic care, 86, 316, 318
 Home care, 31, 95, 249, 316
 Hong Kong, 47
 Hopkins, Gerard Manley, 92
 Horizontal violence, 187
 Hospice, 93, 143–145, 147, 160,
 161, 172, 249, 309
 Hospital, 32, 38, 47–49, 54, 89, 93,
 94, 97, 119, 128, 141–143,
 147, 164, 171, 178, 201, 208,
 230, 231, 251, 269, 272, 300,
 333, 339, 356
 Hospitality, 16, 18, 19, 48, 72, 73,
 81, 333, 334
 Hospital re-admissions, 143
 Howkins, Elizabeth, 281, 352
 Humanising healthcare, 37, 121
 Human rights, 127–130
 Human Rights Act, 127
 Hynd, E., 289
- I
- Identification, 40, 97
 Identity, 27, 40, 52, 123, 152, 170,
 172–174, 179, 187, 197, 215,
 216, 221, 222, 225, 231, 338,
 349
I love my job, 131
I love you more, 92, 217
Imagine, 247
I'm Back, 107
 Imperial College NHS Trust, 54

- Impermanence*, 339
- Improvement, 8, 9, 16, 17, 25, 40, 72, 81, 85, 86, 120, 134, 136, 137, 229, 242, 279, 329, 331, 338–340, 345–349
- Industrial accident, 217
- Informed consent, 18, 69, 129, 350
- In my end is my beginning, 359–360
- Innovation, 87, 105, 109, 131, 185
- Insight, 8, 12, 13, 38, 58, 77, 78, 86, 93, 95, 98, 104, 105, 107, 108, 134, 136, 147, 152, 156, 160, 165, 202, 216, 221, 225, 236, 250, 261, 275, 281, 285, 299, 309, 311, 321, 338, 339, 341, 349, 351, 358, 361
- Institute of Healthcare Improvement (IHI), 17, 72
- Intellectual property (IPR), 2, 69, 71
- Intelligent Kindness*, 355, 361
- Interim Release form, 68
- Interprofessional, 29, 37, 55, 281, 307–323, 349, 352
- Interprofessional education (IPE), 29, 155, 308, 311, 317, 322, 323, 352
- Interprofessional working, 55, 317, 353
- iPad, 46
- ISDN, 7, 9
- It's a different world*, 289
- It's home*, 289
- It's the art*, 289
- J**
- Jamissen, Grete, 1, 38, 50, 55, 359
- Jaynes, Cathy, 34, 38, 87, 117–125, 303, 348
- Jimmys story*, 29, 94, 95, 97
- John Horder award for Innovation, 30
- Junior doctors, 36, 152, 155, 169, 176
- Just around the corner*, 147
- K**
- Kennedy, Sir Ian, 8, 95, 96, 104, 230, 356
- Kenny, Mandy, 37, 38
- Kerr, W., 289
- Key performance indicators (KPIs), 136
- Kings college London, 52, 55
- Kings Fund, 50
- Kingston, E., 314
- Kinnair, Dan, 349
- Kirk, T., 217
- Kolb, David, 158
- Kotter, J. P., 348
- Kramer, Ian, 12, 13, 39, 89, 90, 96, 97
- L**
- Labour of Love*, 132
- Lad fae Norrie's Pend, The*, 290
- Lambert, Joe, 26, 35, 40, 48, 50, 63, 66, 73, 74, 107, 159, 205, 208, 359
- Lancashire County Council, 53
- Larkin, Faye, 134
- LaTrobe University, 37
- Lavery, Pat, 299
- Leape, Lucian, 119
- Learning disabilities, 53
- Learning for a complex world, 36

- Learning organisation, 86
 Learning prompts, 11, 52, 156
Leeds, 32, 86, 114
 Leeds University, 35, 104–107
 Leicester Medical School, 29, 160, 174
 Lennox, Angela, 29
 Lett, V., 248
 Lifelong learning, 7, 17, 158
 Life story model of identity, 216
 Lillehammer, 46
Listen! Believe! Act!, 134
 Listening deeply, 359
 Listening skills, 15, 79
 Literacy, 13, 32, 33, 50, 73
 Lived experience, 98, 142, 149, 167, 340, 349
 Liver disease, 48
 Liver transplant, 95
 Live Well™ with Chronic Conditions Programme, 32
 Livingstone, Pep, 91, 217, 350
 Living with dementia, 53, 294, 295
 Locus of control, 86, 91, 92
 Long-term conditions, 54, 73, 141, 149, 298
 Lost life, A, 217
 Lotus LearningSpace, 7
- M**
- MacOS, 10
Magic light switches, 108
Making a difference, 148
Making the most of life, 289
 Malaria, 51, 52, 57
 Manchester, 50, 53, 87, 128, 131, 135, 334, 355, 356
 Manchester Mental Health and Social Care Trust, 50, 51, 128, 131, 349, 356
 Manchester Metropolitan University, 29
 Mansfield, L., 217
 Markers and guides, comfort and warning, 99, 360
 Matthews, N., 360
 Mattingly, Cheryl, 123, 206
 Mauchland, Betty, 29, 94, 97
Max and me, 107
Maybe it just isn't the right job for you, 187
 McLean, Elspeth, 281, 297, 352
 McPherson, Ann, 8
 Meadows, Daniel, 64
 Meaningful occupation, 209
Measured innovation: working together, 96
 Medevac Foundation, 122, 123
 MedFlight, 122
 Medical Journalists Association, 39
 Medical school, 156, 160–165, 170, 171, 174–177
 Medical student, 36, 52, 152, 156–158, 164–166, 173, 176, 177, 180, 320, 322
 Mental Capacity Act, 316
 Mental health, 32, 38, 50, 51, 53, 79, 87, 127–137, 152, 184, 192, 196, 199, 200, 209, 214, 217, 242, 258–260, 263, 264, 298, 301, 309, 328, 354, 355
 Mental health needs, 128
 Mental health nurses, 153, 183–185, 334, 349
 Mezirow, Jack, 152
 Mid Staffordshire, 48, 49, 85, 93, 129, 147, 156, 230, 234, 356
Midwifery, 338
 Midwives, 248, 334, 340

- Miller, Eula, 242, 257
 Mindfulness, 39, 152, 357, 358
 Mobility, 73
 Moon, Jennifer, 158
 Moorhouse, Eric, 113
 MORI, 24, 127
 Morris, S., 187
 Motor Neurone Disease (MND), 46
 Mullen, Nina, 63
 Multimedia, 64, 207–209
My dear friend Arthur, 107
My friend autopilot, 299, 300
 Mykoo, Jacqueline, 131
My Michael, 262
My struggle, 217
- N**
- Narrative medicine, 8
 Narrative psychology, 215
 Narratives, vi, 64, 66, 81, 91, 92,
 118–120, 123, 124, 143, 159,
 176, 197, 207, 216, 218, 219,
 221–225, 231, 232, 288, 301,
 311
 Narrative therapy, 64, 196
 National Aeronautics and Space
 Administration (NASA), 86
 National Audit Office (NAO), 37,
 242, 245–249, 254, 351
 National Extension College, 7
 National Health Service (NHS), viii,
 6, 8, 10, 14, 26, 27, 30, 50,
 51, 54, 85–87, 89–99, 105,
 112, 128, 141, 142, 149, 165,
 178, 197, 229, 245–252, 263,
 268, 270, 275, 276, 281, 298,
 314, 357, 365
 National Institute for Health and
 Care Excellence (NICE), 141
 National Institute for Health
 Research (NIHR), 269
 National Patient Safety agency
 (NPSA), 38
 Nelson, Gene, 16
 Neoliberalism, 8
 Neonatal care, 248, 250
 Neonatal nurses, 242, 248
 Neonatal services, 247
 NET Nurse Education Tomorrow
 (NET) conference, 37
 Newell, O., 247
 Newly qualified nurses, 37, 57, 183
New York Times, 64
 NHS Connecting for Health, 30
 NHS England, 50, 53, 281, 309,
 329–332, 338
 NHS England staff experience, 329,
 337
 NHS Institute for Innovation and
 Improvement (NHSII), 50
 NHS Lothian, 49
 NHS Modernisation Agency, 27
 NHS South Staffordshire and
 Shropshire, 53
 NHS staff, 53, 166, 272, 327
 NHS Tayside, 31
 NHS University, 7
 Nightingale wards, 10
Night Shift, 57, 358
Nurse Education Tomorrow (NET)
 conference, 29
 Nurse of the year, 148
 Nurses, viii, 10, 13, 25, 30, 34, 38,
 53, 55, 103, 110, 112, 113,
 118, 120, 143, 147–149, 152,
 153, 183–187, 189–192, 204,
 259, 280, 283, 284, 286–288,
 290, 297, 313, 314, 321, 322,
 338, 357

- Nursing, 30, 85, 87, 103, 120, 128, 146, 147, 183–185, 263, 284, 294, 295, 309, 338
- Nurstory*, 34, 120
- O
- Obidos, 38
- Occupational therapists, 196, 200, 201, 205–207, 210, 297
- Occupational therapy, 199, 202, 204–206, 301
- O'Connor, Flannery, 58, 313, 314
- O'Neill, Fiona, xx, 35, 86, 93
- One woman's life*, 299, 300
- Online Awareness Training for Empathy and Communication (OATEC), 270
- Online learning, 191, 321
- Only connect*, 358
- Only connect: a life in stories*, 93
- Open learning, 7, 151, 317
- Open University, 7
- Organ donation, 97
- Orthoptists, 297
- Oslo Technical Museum, 46
- Ownership, 18, 67, 137, 146, 193
- P
- Page, Ben, 24, 127
- Palliative care, 142, 143, 309, 311, 313, 314, 321
- Palmer, Parker, 151
- Pang, Weehaan, 161, 177, 178, 249, 349
- Parallel process, 91
- Parents, 52, 54, 68, 111, 340
- Parkinson's disease, 260
- Patient and Public Involvement (PPI), 107
- Patient-centred care, 309, 329
- Patient-centred change, 242
- Patient-centred services, 133
- Patient experience, 8, 11, 54, 105, 129, 135, 142–147, 149, 155, 163, 241, 242, 246, 247, 251, 253, 259, 275, 328–330, 337
- Patient feedback challenge*, 50, 54
- Patient involvement, 8, 17, 108, 112, 129, 156, 164, 353
- Patient knowledge, 104
- Patient learning journeys, 104, 106, 114
- Patient safety, 29, 93, 197, 229
- Patient-shaped healthcare, 105, 109
- Patient voice, xiv, 8, 9, 11, 133, 137, 148, 246, 251
- Patient Voices Advisory Board, xx, 56
- Patient Voices journey, 5, 6, 346, 347
- Patient Voices Mandala, 353
- Patient Voices Programme, 6, 12, 13, 28, 34, 37, 40, 45, 50, 52, 53, 64, 68, 81, 142, 149, 151, 155, 170, 185, 195, 200, 201, 215, 264, 279, 281, 332, 341, 345, 350, 353, 356, 357, 360
- Patient Voices Rationale, 353
- Patient Voices website, 12, 29, 45, 56, 135, 144, 145, 159, 160, 164, 166, 203, 208, 214, 242, 251, 261, 263, 268, 269, 271, 274, 287, 348
- Paulson, F. L., 65
- Paulson, P. R., 65
- Pedagogy, 302, 304
- Pennebaker, James, 195, 196, 216

- Pennington, Adrian, 27
People person, 273
 People's Choice' award, 17
 Performance metrics, 136
 Personal and professional experience, 55
 Personal development, 179, 189, 242, 243, 269
 Personal Impact Factors, 269
 Personality disorder, 217
 Photoshop, 74, 76, 159
Physician Know Thyself, 52
 Physiotherapists, 13, 144, 243, 267–270, 297, 313, 314
 Physiotherapy, 242, 267
 Picker Institute, 8
Pieces, 338
 Pinney, Rachel, 15
 Pleasants, Heather, 50, 64, 360
 Plot, 66, 121, 122
 Pointon, Barbara, 98
 Policy, 8, 10, 17, 24, 90, 95, 237, 250, 310–311, 351
 Politics and philosophy of care, 8–9
 Polkinghorne, D. E., 286
 Porritt, I., 217, 350
 Positively different, 53
 Positive reframing, 196, 221
 Post-hoc data, 242, 261, 263
 Post-production, 46, 68
 Power, viii, 2, 12, 15, 17, 36, 40, 52, 85, 86, 91, 92, 96, 137, 152, 156, 164, 166, 192, 193, 195–197, 206, 208, 222, 223, 234, 235, 242, 247, 248, 251, 253, 255, 258, 268, 280, 284–288, 292, 337, 346, 348, 350–352, 360, 366
 Power dynamics, 67, 205, 294, 295
Power of Story project, 53
Powerpoint for the soul, 14
 Premiere pro, 77
 Primary care trust, xiv, 12, 142
 Princess Alexandra Hospital, 51
 Privacy, 87, 127, 128
 Problem solving, 301
 Process, 7, 10, 15, 18, 30, 35, 40, 41, 47, 53, 55, 56, 63–65, 67–73, 78–81, 86, 91, 92, 97, 105, 106, 109–113, 118, 119, 121–123, 125, 131–134, 137, 151, 152, 157, 159, 162–164, 166, 167, 170–173, 175–177, 179, 180, 184–186, 188–192, 196, 200–203, 205–207, 209, 210, 213, 215–224, 226, 229, 232–237, 241, 252, 270–276, 279, 280, 284–287, 289–295, 304, 312–314, 317, 334, 336, 338, 340, 341, 346, 347, 349–351, 353, 360
 Process and product, 15–16
 Professional development, 104, 152, 158, 349
 Professional practice, 165, 169, 176, 314
 Professional socialisation, 185, 187
 Protected time, 131
 Protocol and consent, 13, 68
 Protocol and consent form, 13, 68
 Psychosis, 217
 Psychotic episode, 217
 Pulmonary rehabilitation, 144–146
- Q**
 Q&A, 299
 Qualitative data, 134, 275, 351

Qualitative evidence, 232, 242
 Qualitative information, 246
 Qualitative research, 257, 274
 Quality and Outcomes Framework (QOF), 332

R

Radiotherapy, 299, 300
 Rahman, Henri, 132
 Randomised control trial (RCT), 24
Reality shock, 184–186, 192
Real Malcolm, The, 98
 Reason, James, 119
 Reassurance, 72, 179, 190, 193, 242, 254, 258, 259
Reconnecting with Life: stories of life after stroke, 246
 Recruitment (of storytellers), 149, 349, 355
 Reduction in complaints, 136
 Reflections, v, xiv, 11, 12, 15, 18, 30, 34, 36, 47, 52, 56, 57, 64, 65, 74–79, 92, 93, 96, 109–111, 151, 152, 155–167, 169–180, 186, 187, 189, 191, 203, 233–236, 241, 268, 269, 285, 292, 304, 309, 311, 315, 319, 321–323, 338, 353, 360
 Reflective digital storytelling, 46, 67, 70, 241, 346, 349, 350, 360
 Reflective framework, 167
 Reflective learning, 170, 175, 191, 270
 Reflective learning resource, 16
 Reflective practice, 79, 120, 174–176, 180
 Reflective process, 73, 109, 170, 176

Reflective story, 41, 137
 Reflexive learning, 350
 Reframing, 196, 221, 222
 Research, xv, 7, 8, 10, 11, 18, 23–26, 28, 30, 39, 40, 46, 51, 52, 55, 57, 123, 124, 135, 186, 187, 202, 213, 215, 218, 230, 243, 250, 267–269, 272, 274, 275, 322, 340, 341
 Research agenda, 260, 264
 Resilience, xvi, 18, 48, 54, 98, 107, 156, 184, 223, 229–231, 233, 235, 281, 309–311, 328
 Resolution, 66, 184, 234, 319
Resourceful Patient, the, 17
 Resource and intellectual flows, 69
 Respect, 12, 15, 18, 19, 57, 69, 75, 81, 91, 96, 97, 151, 280
 Respect and dignity scores, 136
 Respiratory disease, 143
 Rheumatoid arthritis, 47, 57, 73
Rites of passage, 130
 Rogers, Carl, 152, 297
Room 22, 262
 Routledge, Brendan, 14, 27
 Royal College of General Practitioners (RCGP), 50
 Royal College of Nursing (RCN), 11, 16, 30, 32, 35, 38, 316
 Royal College of Psychiatrists, 135
 Ryan, Alison, 14, 95

S

Safe space, 71, 72, 74, 262, 333, 360
 Safety, 8, 31, 34, 38, 40, 58, 71, 79, 85–87, 90, 91, 93, 94, 97, 112, 147, 234, 336, 348

- Safety education, 123
 Safety stories, 87, 117–125, 348
Safety Story project, 87, 122, 125
 St Joseph, 144
 Salter, Dana, 50, 64, 360
 Saskatchewan, 32
 Saskatoon, 32–34
 Saunders, Dame Cicely, 308, 323
Saving Brains, 51
 Schön, Donald, 11, 85, 151, 345
 School for Change Agents, 52, 334
 Schwartz, Kenneth, 331, 337
 Schwartz Rounds, 55, 331
 Script, 26, 28, 64, 67, 75–77, 106, 146, 271, 273, 285, 287–290, 339, 356
 Self-narrative, 218, 222, 223, 225
 Serious incident (SI), 124, 338, 341
 Serious Untoward Incident (SUI), 95
 Servant facilitator, 53
 Service, 137
 Service user engagement, 29
 Service user involvement, 200
 Service users, v, vi, xv, xvi, 11, 33, 37, 38, 49, 86, 87, 127–137, 143, 196, 199, 214, 217, 246, 249, 252, 260, 262–265, 279–281, 297–305, 309–311, 348, 350, 352, 356
 Seven elements, 74, 107, 159
 Seven steps, 74
 Sharealike, 70
 Shared decision-making, 316, 318–320
 Shea, Mark, 195, 196, 350
Sheffield Carers Voices project, 196, 213–226
 Sheffield City Council, 49, 214
 Sheffield Hallam University, 33, 35, 196, 200–203, 214
 Sheppard, Suzanne, 33
She's fine don't worry, 262, 303
Shock of Reality, 37, 153, 183–193
Silence Speaks, 64
 Simons, James, 145
 Skayman, M., 217
 Skelton, Cathy, 130
 Skype, 72
Small impact, big difference, 148
 Smith, A., 289
 Smith, R., 289
Snowfall, 64
 Social care, 8, 11, 50, 87, 90, 95, 127–131, 158, 213, 302, 310, 313, 320, 345, 347
 Social justice, 63
 Society of the Holy Child Jesus, 35
 Socrates, 151, 309
Some things don't change, 289
 Special measures, xiv, 142, 357
 Special Study Module (SSM), 177
Spider Speculations, 66
 Spurden, J., 262
 Stabler, Amy, 197, 350
 Stacey, Gemma, 37, 153, 183, 192, 349, 351
 Staff engagement, 329
 Staff experience, 85, 281, 328–330, 334
 Staff stories, 53, 331, 337–339, 341
 Staff storyteller, 337
 Stanford Chronic Disease Self-Management Programme, 32
 Stanton, Paul, xiv, xix, 12, 30, 86, 89–99, 347

- Statistics, v, 24, 41, 86, 120, 129,
 137, 143, 242, 313, 327, 348
 Stenhouse, Rosie, 73, 280, 283, 286
Stickers, 338, 340
 Stigma, 52, 199, 201
Still fit, 289
 Stories of recovery, 38
 Storyboard, 75, 77
 StoryCenter, xvi, xx, 2, 10, 26, 30,
 32–35, 50, 53, 63, 64, 73, 81,
 121, 205, 359
 Story circle, 26, 33, 74–76, 105,
 106, 120, 159, 162, 174, 201,
 207, 272, 273, 285, 287, 293,
 294
 Stroke, xxv, 14, 31, 37, 57, 242, 246,
 247, 250, 261
 Student Selected Component (SSC),
 36, 157, 170, 174
Student Voices, 36, 152, 157,
 170–174
 Suffering, xvi, 18, 31, 57, 94, 103,
 196, 203, 206, 328, 355–359
 Sumner, Tony, 1, 2, 24–26, 36, 45,
 63–81, 87, 122, 127–137,
 155, 241, 281, 311, 315, 335,
 352, 356
 Sumner-Rooney, I., 300, 303
 Supervision, 39, 41, 81, 293, 335
 Support for storytellers, 280
Surviving, 201
 Symons, Jools, 103–114
- T**
- Tait, Jo, 35, 73, 280, 283, 351
 Talking head, 64
 Talking therapies, 196, 207
 Tangri, A., 161
 Tanzania, 51
 Taylor, Karen, 37, 242, 351
 Teaching resource, 188
 Team effectiveness, 229, 230
 Teams, 12, 50, 51, 54, 56, 93, 97,
 123, 142–147, 156, 157, 159,
 163, 165, 167, 171, 196, 197,
 209, 229–238, 246, 261, 268,
 273, 298–301, 308–312, 320,
 330, 332, 339–341, 350–352
 Teamwork, 54, 121, 229, 300, 317
 Technology revolution, 5
 Teenager, 54
 Teeside University, 334
 Telecare, 253
 Telehealth, 38, 145, 252, 253
Tell me your story, 91, 217
 Temenos, 74
Terrific Teens, 54, 340
 Testimonial injustice, 65, 79, 261
Thank you very much, 248
 Therapeutic, 16, 41, 200, 205–207,
 209, 210, 213–226
 Therapeutic relationship, 187, 206,
 242, 267–270, 276
Therapy, 38, 39, 124, 195, 196, 201,
 204, 205, 207, 209, 210, 220,
 334
They just don't get it, 155
 Third, G., 289
 Tiffin, Maria, 302
Tomorrow's Doctors, 169
 Training programme, 158, 268–272,
 275
 Transference, 40
Transformation, 11, 58, 81, 85, 89,
 99, 151, 170, 236, 281, 345
 Transformational change, 52, 268,
 329

- Transformational learning, 346, 349, 350
- Transformative experiences, 110
- Transforming healthcare, 46, 345
- Transition, 95, 183–186, 191, 270, 285, 288, 290, 291
- Triangle Shopping Centre, 130
- Tutu, Desmond, 72
- Twitter, 9, 230, 257, 332
- U**
- Ubuntu*, 72
- UK e-University, 7
- UK Health Education Partnership (UKHEP), 7, 12, 16
- Undergraduate, 152, 158, 273, 299
- University College London, 54, 339
- University of Abertay, 49
- University of Colorado, 34, 120
- University of East London, 36, 56
- University of Hertfordshire, 55
- University of Leicester, 29, 36, 52, 160, 349
- University of Liverpool, 37, 297, 298
- University of Nottingham, 37, 49
- V**
- Vaitkunas, D., 57
- Value for Money (VFM), 31, 37, 245, 254
- Vanier, Jean, 58, 78, 355
- Versatility, 12, 29, 263, 265
- Virtual learning environment (VLE), 7, 12, 281, 302, 304
- Vision of the future, A*, 247
- Visual strategy, 76
- Voice, 1, 5, 25, 64, 85, 89, 120, 128, 141, 151, 155, 169, 185, 195, 200, 213, 230, 261, 267, 283, 298, 310, 331, 347
- Voiceovers, 12, 27, 64, 75, 77, 159, 177, 285, 288–290
- Volunteering, 86, 106, 108, 111, 114, 130
- Vox pop*, 64
- Vulnerability, xvi, 153, 186, 210, 223, 260, 335, 336
- Vulnerable people, 52, 260, 263, 350
- Vygotsky, Lev, 158
- W**
- Walters, Julie, 33, 35, 196
- Wareham, Donna, 29
- Waywell, Louise, 66, 299
- Weil, Simone, 91
- Weinshenker, Daniel, xix, 34, 121
- Wellbeing, 33, 79, 81, 200, 205, 216, 222, 252, 281
- West, Michael, xix, 230, 262
- When services fail*, 217
- White, Michael, 196
- Whitehead, D., 247
- WHO, 155
- Who cares?*, 95
- Who is an expert*, 187
- Whyne, 290
- Windows, 10, 159
- Winterbourne View, 356
- Winterson, Jeanette, 99
- Wordsworth, William, 92
- Working in Partnership Programme (WiPP), 27
- Work in progress*, 37

World Health Organization (WHO),
 51
World Mental Health Day, 133
World Wide Web, 5, 9
Worst day of my life, The, 262

X

Xenia, 72

Y

Yeah, I'll go, 160, 161, 165
Your type, 160, 161, 172
YouTube, 9, 70, 71
Yow, Valerie, 80