Understanding and using patients’ experiences to change practice

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What I plan to talk about

• The rise of patients’ experiences: a story of ‘strange bedfellows’?
• Learning from patients’ experiences
  – Patients experiences in a connected world
  – Patients experiences and service improvement
• Discussion
Rise of patients experiences...
LEARNING FROM PATIENTS’ EXPERIENCES 1: THE CONNECTED WORLD
100 collections now on HealthTalk, including

- Young people’s skin conditions (acne, alopecia, psoriasis, eczema)
- Mental health – including medicines in depression
- Rheumatism and arthritis
- Heart Disease
- Bones and joints
- Neurological conditions
- Women’s health
- Pregnancy and childbirth
- Sleep in later life
- Multiple morbidity
- Caring for someone at end of life
- Life after cancer
- Living with dying
- Bereavement

- CANCERS
- Breast cancer in women
- DCIS
- Breast cancer in men
- Bowel cancer
- Prostate cancer
- Teenage cancers
- Testicular
- Ovarian
- Leukaemia
- Cervix
- Pancreatic cancer
- Lung
- Lymphoma
- Cancer Screening
Early 2000s: when and why people used health resources on the internet

making sense of bodily sensations & symptoms

making sense of the consultation

making decisions about treatments

connecting with other people


Access to other people’s experiences online


• finding information
• feeling supported
• maintaining relationships with others
• affecting behaviour
• experiencing health services
• learning to tell the story
• visualising disease
LEARNING FROM PATIENTS’ EXPERIENCES 2: CHANGING PRACTICE AND SERVICE IMPROVEMENT
Patient experience and quality

- Patient experience a recognised marker of quality along side effectiveness and safety
- We already know a lot about what matters to patients
- Increasing national attention
- But pace of change is slow
- Focus often remains on measuring rather than acting - describing problems rather than improving
Using narrative ‘trigger films’ for experience-based co-design

And subsequent study funded by Economic and Social Research Council to create more trigger films
Video clips experiences of pharmacy:

- i) 3 clips on attitudes to advice from pharmacist and/or GP
- ii) 3 clips on smoking cessation and pharmacy - touch points for service improvement?
Trigger films for service improvement

Overview

In this section you will find a range of 'trigger films' we have created for use in service improvement projects, including experience-based co-design and experience-led commissioning. Trigger films are designed to be used as part of a facilitated quality improvement process; their purpose is to get local people, patients, families and NHS staff talking together about how they can jointly improve people’s experience.

You can find out more about experience-based co-design at The Kings Fund and more about experience-led commissioning at Experience Led Care.

The Point of Care Foundation has developed a training course in experience-based co-design with support from NHS England.

We would welcome feedback from anyone using the films to know how and where they have been used, and what the impact was.
Discussion

Versatility - Patient experience data can
• inform and support other patients
• generate ideas for change
• measure change
• motivate & remind staff what they are trying to achieve
• Train health and care professionals
• And an ethical issue – if collecting, need to use
Thanks to

- Interview participants for use of clips for website, teaching, research and media
- Louise Locock, Glenn Robert and AEBCD team
- HERG colleagues especially Alison Chapple, Susan Kirkpatrick and Laura Griffith for interview clips
- NIHR for Senior Investigator award
Andrew Herxheimer 1925-2016