



Patient Stories -the DNA of Healthcare

...Our journey in Northern Ireland

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Health and Social Care Trusts in NI



 Belfast Trust

 Northern Trust

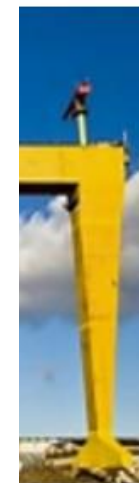
 South Eastern Trust

 Southern Trust

 Western Trust

 Northern Ireland
Ambulance Service
(regional service)

 Health and
Social Care



⚡ The Vision

“...to **proactively** enable service users, families and carers to share their narrative/ **stories** of Health and Social Care Northern Ireland (HSCNI) through a mechanism which enables **regional analysis** and can lead to **learning and change** at all levels of the HSCNI system...”





The Approach

Within the vision for NI it was important to:

- Develop a service for the people of NI to bring in **new information** into our HSC system
- Define Care Opinion as something different - a **new approach** to feedback
- Recognise **a new challenge** to embed the approach within a performance matrix ... Quality rather than quantity

The Plan

PHASE

1

August 2019- August 2020

Engagement with Care Opinion & key stakeholders

PHASE

2

August 2020 – March 2022

Story Generation and engagement - supporting a whole system approach

PHASE

3

April 2022 – onwards

Embedding Care Opinion into culture as a primary mechanisms for sharing feedback



- Captures and celebrates unique perspectives
- Builds relationships and supports trust
- Generates understanding and empathy
- Evokes emotion and creates memories
- Powerful way to communicate or generate ideas

The Enablers



- Focus upon learning ... not performing
- Agreed vision & underpinning principles
- Championing Implementation at every level

“...Hear the patient voice at every level – even when that voice is a whisper...”

-Professor Don Berwick, August 2013

