

SERVICE USER STORIES SESSION

KEY ISSUES AND SOLUTIONS

<p>CASE STUDY Explain the person's story from their perspective and what's important to them</p>	<p>SERVICE USER OUTCOMES - What would have been better for the person?...identify how the outcomes for the person could be improved to address what is most important to them?</p>	<p>PATHWAYS - <i>identify how the pathways and processes could be improved to deliver more effective Outcomes for the person...</i></p>	<p>ROLES - <i>identify how the roles of service staff and those of other relevant professions/agencies could be improved to deliver a better service for the person..</i></p>	<p>STRUCTURES - <i>identify how improvements to organisational structures and arrangements could improve the outcomes for the person..</i></p>
<p>Case Study 1 Mrs A</p>				
<p>Case Study 2 Mr B</p>				

ACTION PLANNING SESSION

KEY THEMES/TASKS FOR ACTION PLAN

KEY ACTIONS	KEY TASKS		
	- 'WHAT' needs to be done to develop/identify and agree these changes	- 'WHO' needs to be involved to develop/identify and agree these changes	- 'HOW' best to involve them in order to develop and agree these changes
Improve Service User Outcomes			
Improve Pathways			
Improve Roles			
Improve Structures and organisational arrangements			
Any individual personal changes/quick wins that can be identified from this session...?			