The Voice of Lived Experience

What do we need to let go of in order to focus on what matters to people?

Are we asking ourselves 'would I find this acceptable for someone I cared about'?

How do we support people to give feedback and complain about care? How do we make systematic use of these stories about people's experience of care – both positive and negative – including those on Patient Opinion?

Involving someone who has experienced the same problem themselves could make for better communication. How do we develop this approach?

We should all be asking 'what matters to you?' How do we ensure something is done about the answer?

Staff Experiences

Our staff enter their profession with person-centred values. How do we protect and nurture those values?

Are we starting by appreciating each other and by modelling the behaviour we want to see?

How do we adapt routine processes to focus on what is important to people every day?

How do we move out of the way so that people can take action for themselves?

How do we find, and protect, time for reflection on person-centred care?

Developing a Compelling Narrative

Can we talk about 'people', not 'patients' and 'staff'?

Getting the message across about person-centred care requires a viral approach, based on human connection. How do we construct this?

Holding People to Account

Everybody should be on board with the person-centred agenda but we know some are not. How do we find out more about why this is?

We should share our failures so we can learn from them, especially when we have taken a risk to try something new. How do we make it safe to do so?