

Resources for using stories in health and care

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Table 1: Useful guides, toolkits, fact-sheets and case studies for stories in health and care

Document	Organisation	Find out more
Guide <i>'Using Storytelling in Health Care Improvement: A Guide'</i>	The Health Foundation	health.org.uk/sites/health/files/Using-storytelling-in-health-care-improvement.pdf
Guide <i>'Learning to Use Patient Stories'</i>	1000 Lives Improvement / 1000 o Fywydau a Mwy	1000livesplus.wales.nhs.uk/sitesplus/documents/1011/T4I%20%286%29%20Learning%20to%20use%20Patient%20stories%20%28Feb%202011%29%20Web.pdf Further guides and tools can be found here: 1000livesplus.wales.nhs.uk/publications
Guide <i>'Guidance for Collecting and Using People's Stories'</i>	Healthwatch Cambridgeshire	healthwatchcambridgeshire.co.uk/sites/default/files/people_s_stories_guidance.pdf
Toolkit <i>'Experience-Based Co-Design Toolkit'</i>	Point of Care Foundation	pointofcarefoundation.org.uk/resource/experience-based-co-design-ebcd-toolkit/ In particular 'section 7: recruiting patients', which includes draft patient invitation and consent forms and 'section 8: interviewing and filming patients'.
Case Study	Central London Community Healthcare NHS Trust	clch.nhs.uk/get-involved/help-improve-services/patient-stories

<i>'Patient stories – Capturing the experiences of our patients'</i>		In particular the section called <i>'Collecting a Patient Story – A Case Study'</i> .
Case Study <i>'Collecting patient experience stories: guidance from East Lancashire'</i>	Royal College of Physicians	rcplondon.ac.uk/projects/outputs/collecting-patient-experience-stories-guidance-east-lancashire
Case Study <i>'Patient involvement in collecting patient experience stories'</i>	Royal College of Physicians	rcplondon.ac.uk/projects/outputs/patient-involvement-collecting-patient-experience-stories
Case Study <i>'Using patient stories: Collecting and using them in nursing practice: What are the challenges?'</i>	NHS England Midlands and East	england.nhs.uk/mids-east/patient-stories/
Case Study <i>'Patient stories – accessing acute healthcare for people with learning disabilities'</i>	Scottish Health Council	scottishhealthcouncil.org/case_studies/patient_stories_-_accessing_ac.aspx

Table 2: Examples of stories in use in health and care

Organisation	Summary	Find out more
Scope	<p><i>Blog</i></p> <p><i>“Our blog is a platform for disabled people and their families to share their experiences and opinions”.</i></p>	scope.org.uk/stories
The National Genetics and Genomics Education Centre	<p><i>Story Database</i></p> <p><i>Telling Stories: Understanding Real Life Genetics</i></p> <p><i>“This resource has been developed to promote understanding among all health professionals of the impact genetics and genomics has on real life, and its relevance to healthcare practice. The website draws on stories that cover a range of genetic conditions including single-gene disorders, chromosomal abnormalities and multifactorial conditions such as cancer and heart disease”.</i></p>	tellingstories.nhs.uk
The Health Foundation and Empathy Museum	<p><i>Interactive Experience</i></p> <p><i>A Mile In My Shoes</i></p> <p><i>“An interactive shoe shop, A Mile in My Shoes, invites you to step into someone else’s shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes. This collection of stories showcases the remarkable contribution and challenges faced by those working in, and using, our health and social care system”.</i></p>	listen.health.org.uk/home/
The King’s Fund	<p><i>Project</i></p> <p><i>Experiences of Care</i></p>	kingsfund.org.uk/projects/po-int-care

<p>Macmillan</p>	<p><i>“We have spoken to a number of staff and carers about their experiences of care in the NHS”.</i></p> <p><i>Report</i></p> <p><i>The people behind cancer care – Patient and Staff stories</i></p> <p><i>“This report presents stories from 10 patients about a range of their experiences of relational care at different points of their cancer journey. It also features a series of stories that have been broken down into quotes from healthcare staff who care for people living with cancer.”</i> <i>“The report’s emphasis on stories and personal insight is deliberate. Capturing rich, qualitative insight through stories brings to life the importance of an agenda that at times can be difficult to qualify”. “We hope this report can be used to capture the hearts and minds of NHS staff and services too often inundated with data and action plans on how to improve the delivery of care. These plans often bury the ‘human face’ of the impact of good and bad experiences under a flood of numbers and statistics”.</i></p>	<p>macmillan.org.uk/_images/thepoplebehindcancercare_tcm9-271112.pdf</p>
<p>The Health Foundation</p>	<p><i>Showcase</i></p> <p><i>The Power of People</i></p> <p><i>“Our series of five short films – the Power of people – is a unique and moving take on how the lives of people using health services and their families can be improved through the determined efforts of people working in health care”.</i></p>	<p>health.org.uk/powerofpeople</p>

Purple Rainbow

Awareness Campaign

purplerainbow.co.uk/pancreatic-cancer-stories/

Pancreatic Cancer Stories

“Each year in November there is an awareness month and in November 2017 we produced and aired one digital story for each day of the month.” “The stories are here for you to use as a resource to help understand pancreatic cancer, its impact on people, the sign and symptoms and issues around treatment and survival. Please use them with GPs and other health professionals to help raise awareness of signs and symptoms, to educate people, to inform and to effect change”.

Table 3: Articles about narrative and story structure

Document	Organisation	Find out more
<i>'Tips for Creating a Compelling Story'</i>	National Council for Behavioral Health, US	thenationalcouncil.org/wp-content/uploads/2016/11/Tips-for-Creating-a-Compelling-Story-1.pdf
<i>'Capturing a compelling personal story: Starting from the Aha! moment'</i>	Enspiral Tales, Medium	medium.com/enspiral-tales/a-new-cultural-tech-8a5a092035af
<i>'How to Structure A Story: The Eight-Point Arc'</i>	Daily Writing Tips	dailywritingtips.com/how-to-structure-a-story-the-eight-point-arc/
<i>'Narrative Structure'</i>	Bucks County Community College, US	bucks.edu/media/bcccmedialibrary/tutoring/documents/writingareahandoutrevision/writingparagraphhandoutlines/Narrative-Structure-Outline-and-Graphic-Organizer-July-08.pdf

Table 4: Educational institutions and organisations that work with stories

Organisation	Introduction	Find out more
Health Experiences Research Group, University of Oxford	<i>'We research experiences of health and illness, interviewing people about what it's like to live with medical conditions such as cancer, heart failure and autism. We highlight how personal narratives can inform policy and improve services'.</i>	phc.ox.ac.uk/research/health-experiences
George Ewart Evans Centre for Storytelling, University of South Wales Canolfan Adrodd Storiâu George Ewart Evans, Prifysgol De Cymru	<i>'The George Ewart Evans Centre for Storytelling (GEECS) is the only UK academic research centre devoted to the study of storytelling and its applications. We believe storytelling creates better understanding between individuals and communities across society. Our expertise includes digital storytelling, applied and community arts, folkloric studies, performance, oral history and storytelling in health and social care. Students, academics and anyone who wants to include storytelling as part of their professional practice will find a wealth of resources at the centre'.</i>	storytelling.research.southwales.ac.uk
People's Voice Media	<i>"We specialise in gathering, curating and mobilising stories of people to provide insight that influence and inform people and organisations".</i>	peoplesvoicemedia.co.uk
Patient Voices	<i>"Patient voices uses reflective digital storytelling to unearth first-person stories that deliver compelling and motivating insight and drive organisation change, growth and success".</i>	patientvoices.org.uk
Mile 91	<i>"If you've found our site because you feel the frustration of knowing your</i>	mile91.co.uk

MentalSnapp	<p><i>organisation has an amazing impact but doesn't tell its stories well enough, then you've come to the right place".</i></p> <p><i>"How often do you get a chance to tell your mental health story from your own perspective? We've made a video diary app to do just that".</i></p>	mentalsnapp.com
sounddelivery	<p><i>"As a social enterprise we address challenging social issues that often go unreported or misrepresented in the media or stigmatised by the public. We collaborate with people or communities who have direct experience of the issues and support them to share their stories and insights".</i></p>	sounddelivery.org.uk

Table 5: Other story-related content that might be of interest

Content	Summary	Find out more
<p>Project</p> <p><i>'National Life Stories'</i> at the British Library</p>	<p><i>"Its mission is to record first-hand experiences of as wide a cross-section of society as possible, to preserve the recordings, to make them publicly available and encourage their use. Alongside the British Library oral history collections, which stretch back to the beginning of the 20th century, National Life Stories' recordings form a unique and invaluable record of people's lives in Britain today".</i></p>	<p>bl.uk/projects/national-life-stories</p>
<p>Society</p> <p><i>'Society for Storytelling'</i></p>	<p><i>"We provide a central place to find out about storytelling events, to ask for advice on using storytelling, about Workshops to help you find your individual voice as a new storyteller and this is also the place to find the storytellers who already have".</i></p>	<p>sfs.org.uk</p> <p>The Society for Storytelling have a fact sheet titled <i>'Storytelling in Health and Therapy Settings'</i>, which can be found here: sfs.org.uk/resources</p>
<p>Event</p> <p><i>'National Storytelling Week'</i></p>	<p><i>"National Storytelling Week takes place in storytelling clubs, theatres, museums, schools, hospitals, spoken word venues, and care homes (where this event has been steadily growing each year!) Where ever the events take place, the web of stories will be spun with sufficient magic between the breath of the teller and the ear of the listener".</i></p>	<p>sfs.org.uk/national-storytelling-week</p>