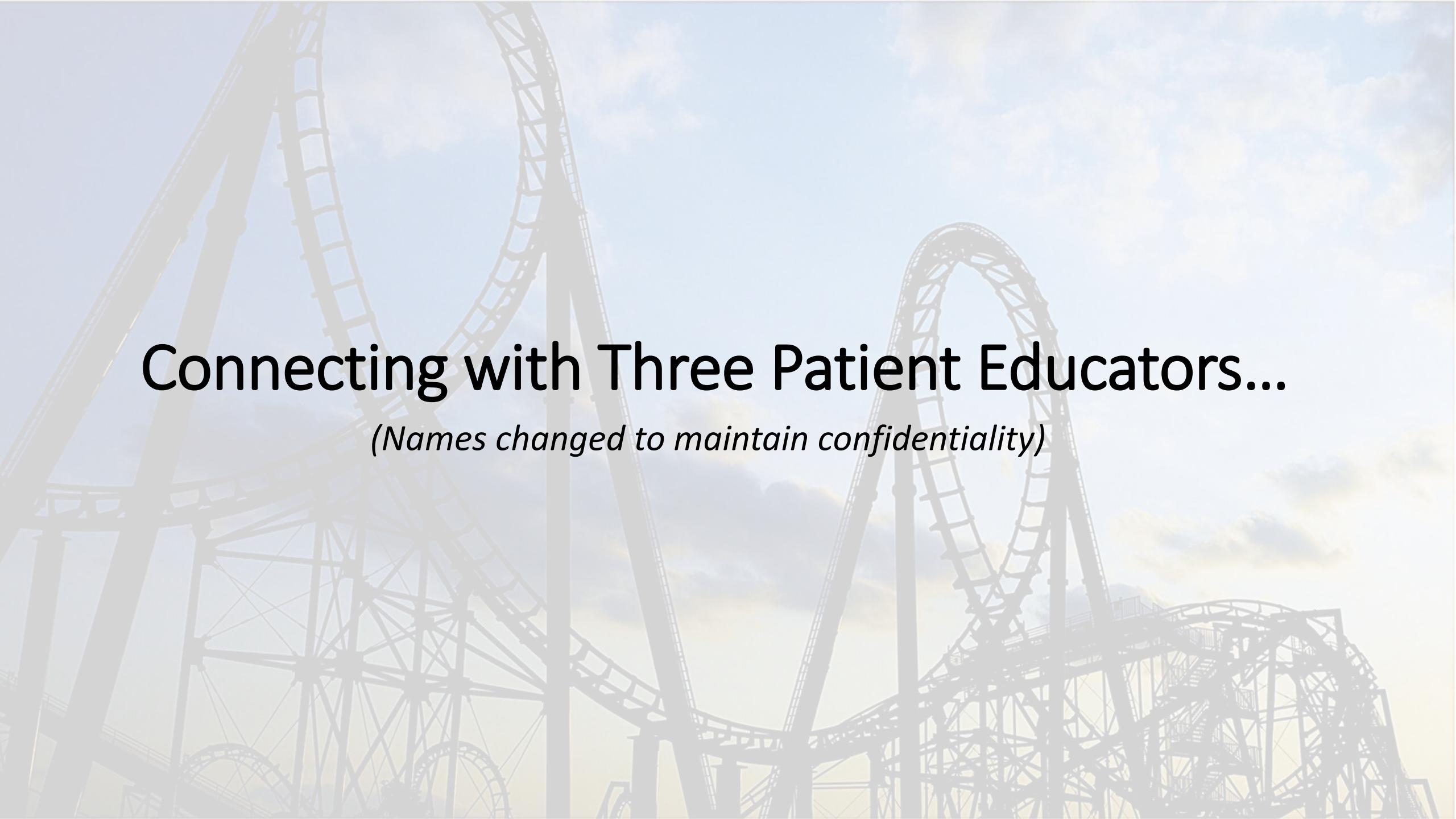


A photograph of a roller coaster track against a sky filled with scattered clouds. The track is dark and silhouetted against the bright sky, showing various loops and turns. The perspective is from a low angle, looking up at the structure.

An 'emotional rollercoaster'

Working with Patient Stories

Ayesha Unadkat



Connecting with Three Patient Educators...

(Names changed to maintain confidentiality)

'David'

Several decades of complex medical history and medications

'Anna'

Wished to incorporate herbal medicine as part of her chemotherapy regime so her doctors labelled her 'the difficult patient'

'John'

History of abuse from care staff, experiences with mental health crises e.g. attempts to take his own life

- Connect
- Respect
- Explore
- Acknowledge
- Think (Reflectively and Reflexively)
- Empower

How to Holistically Co-CREATE Patient Stories



Figure 1: A visual aid to remember the CREATE mnemonic for working with patient stories.

Learning through Reflection

Structured Strength vs Weakness Tables

	Strengths	Weaknesses
Before the SSC	<ul style="list-style-type: none">○ Listening to patients and empathising with them○ Taking a history and exploring symptoms with them	<ul style="list-style-type: none">○ Knowing how to use a patient's story○ Understanding the limitations and challenges we face when working with patient stories
After the SSC	<ul style="list-style-type: none">○ Been able to develop the above strengths○ Verbal and non-verbal communication skills○ Time and space to explore a patient's story with them and learn directly from it	<ul style="list-style-type: none">○ Getting practice becoming more confident with working with patient stories

Unstructured, Unfiltered 'Brain Dumps'

My Experience w/ [REDACTED]

I really enjoyed talking to [REDACTED] last week. He gave me such an interesting insight into what it is like to be a patient who has lots of healthcare needs. I found it really inspiring to see his positive outlook on life despite all that he had been through and how he used his family as his rock. I drew out all of his experiences & drew parallels to my own mum who also has a lot of healthcare needs and having that background understanding helped me to appreciate to a greater extent all of [REDACTED] stories. I particularly appreciated how he said that he wished that he had had more support from his doctors.

Moving Forward...

Challenges that I May Face

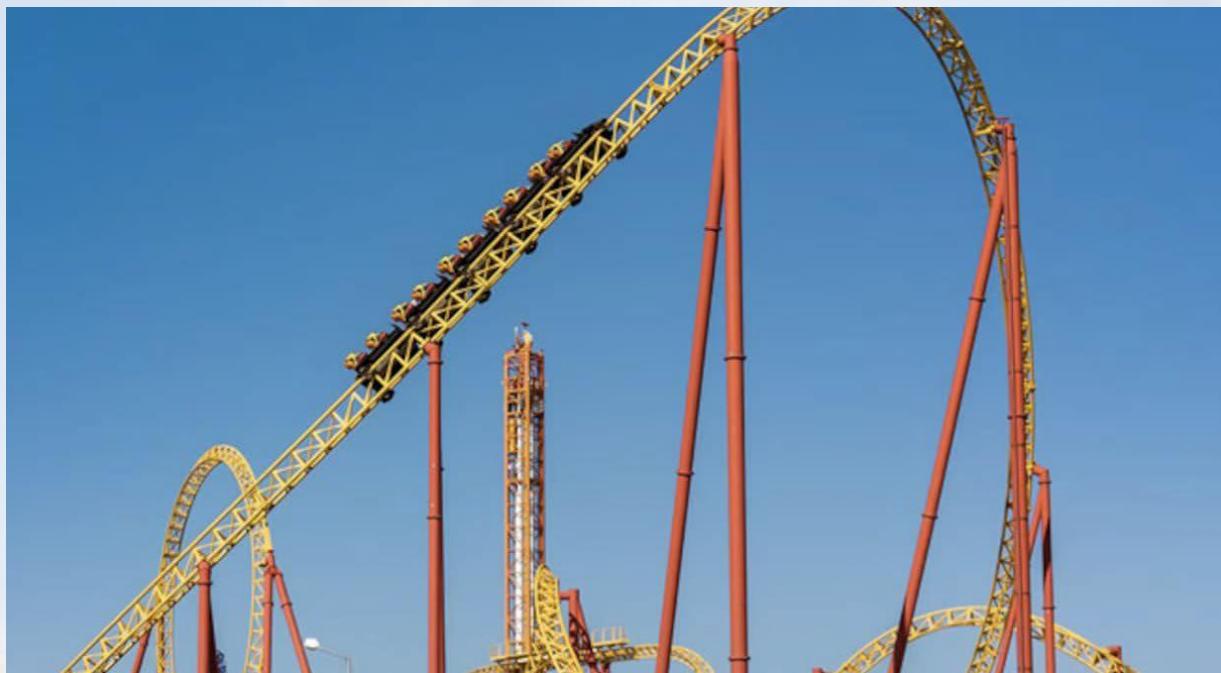
Time
pressures

Patients with
terminal illness

Patients who are reluctant to
share their stories

Start a **podcast/blog** that explores
patient stories from a medical
student's point of view

Exploring stories in more **nuanced
circumstances** e.g. working with patients
hard of hearing, or requiring translators





It is my job as a 'cog' in the rollercoaster's machinery to work in partnership with the patient and multidisciplinary team, to make the rest of the journey as smooth as possible

Acknowledgement

- *A special thank you to the patients for sharing their stories*