South London Healthcare NHS
NHS Trust

Taking the patient experience to heart

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Head of Learning & OD

Queen Elizabeth, Woolwich, Site

NHS Elect ▸▸ INNOVATION AND BEST PRACTICE NHS

RolePlayUK™

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"Try to get some rest. I'll be in every few minutes to make sure you don't."

“An interactive event designed to encourage staff to learn from the stories of service-users and to convert that learning into attitudes and behaviour that serves to improve the quality of service provided”

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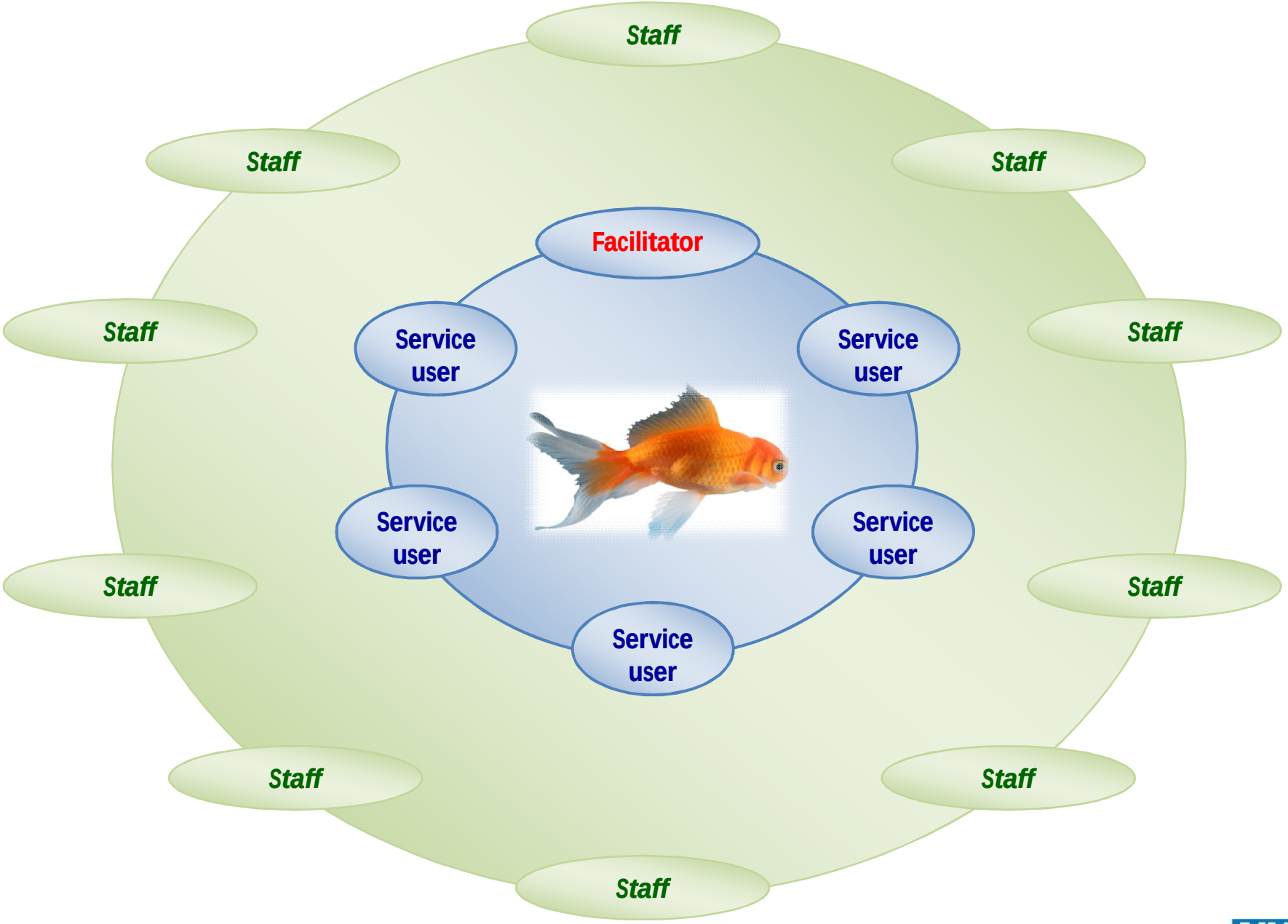
http://www.wired.com/wired/archive/14.11/sixwords.html



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The play’s the thing…

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Measuring Changes…

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Outcomes

STARVED
BY LACK OF
PLANT FOOD
NOURISHED
ON
PHOSPHATE
AND LIME

Experience

POSITIVE

VALUABLE

POWERFUL

EYE-OPENING

POSITIVE

CATHARTIC

USEFUL

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June 2009	July	August	Sept	October
3	1	1	3	0

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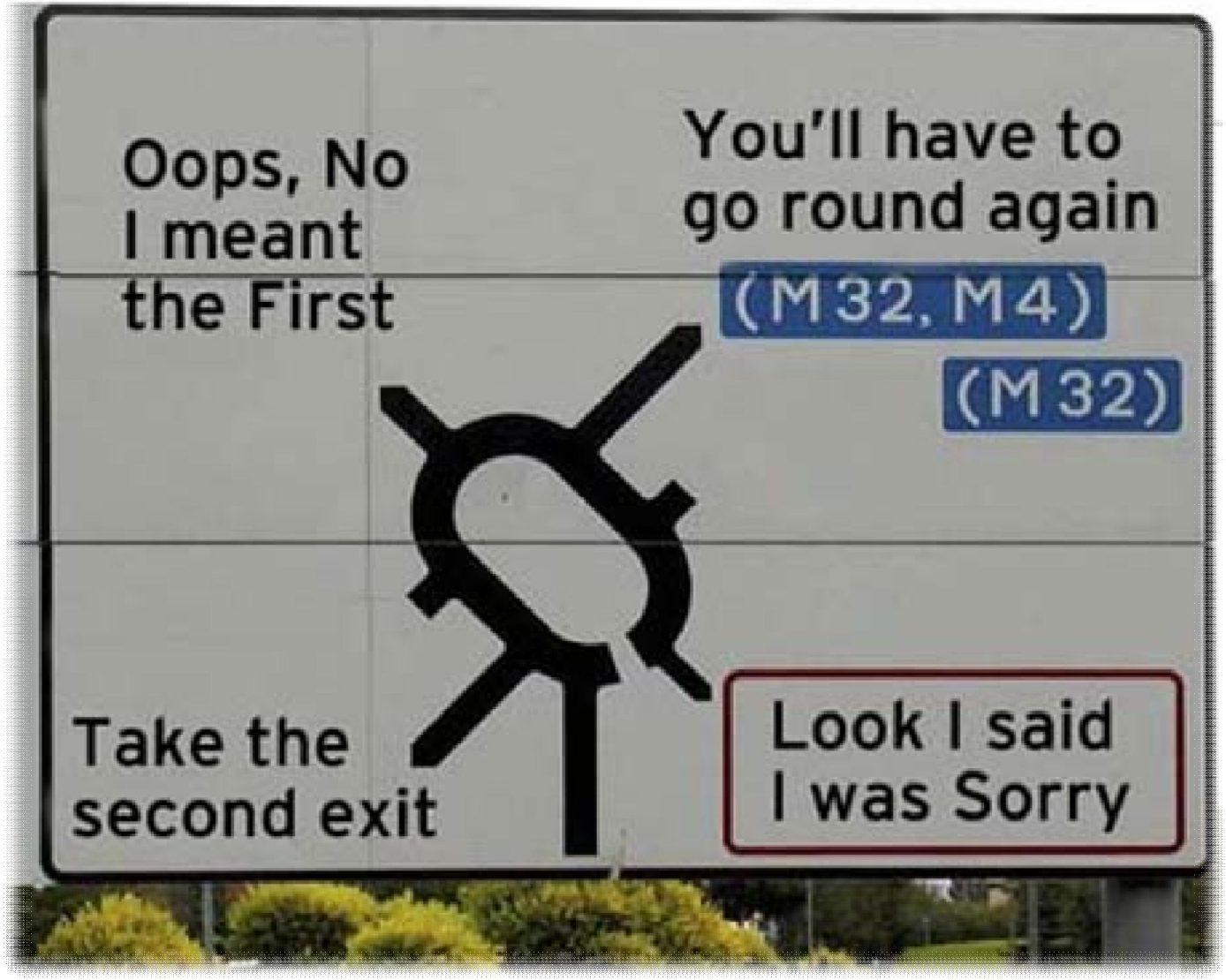
Oops, No
I meant
the First
You'll have to
go round again
(M32, M4)
(M32)
Take the
second exit
Look I said
I was Sorry

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Questions?

Feel free to go ahead and ask…