

Unlocking Patient Centred Innovation

Improving quality, patient experience and productivity through workforce innovation with the practice clinical assistants.

Dr. Alison Prendiville LCC, University of the Arts London





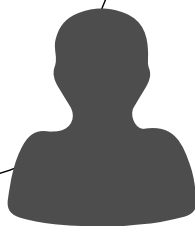
My contact
lives in...

In emergencies
the first person I
contact is...

The reason I
contact him/her
is...



I live...



I happily discuss my
health issues with the
following people



with my
family



with friends,
in a shared
house.



by myself



by myself
and I'm a
single parent



Any other
please
specify...



my family
lives in...

My Status is...

Working parent ☐

Employed ☐

Unemployed ☐

Housewife ☐

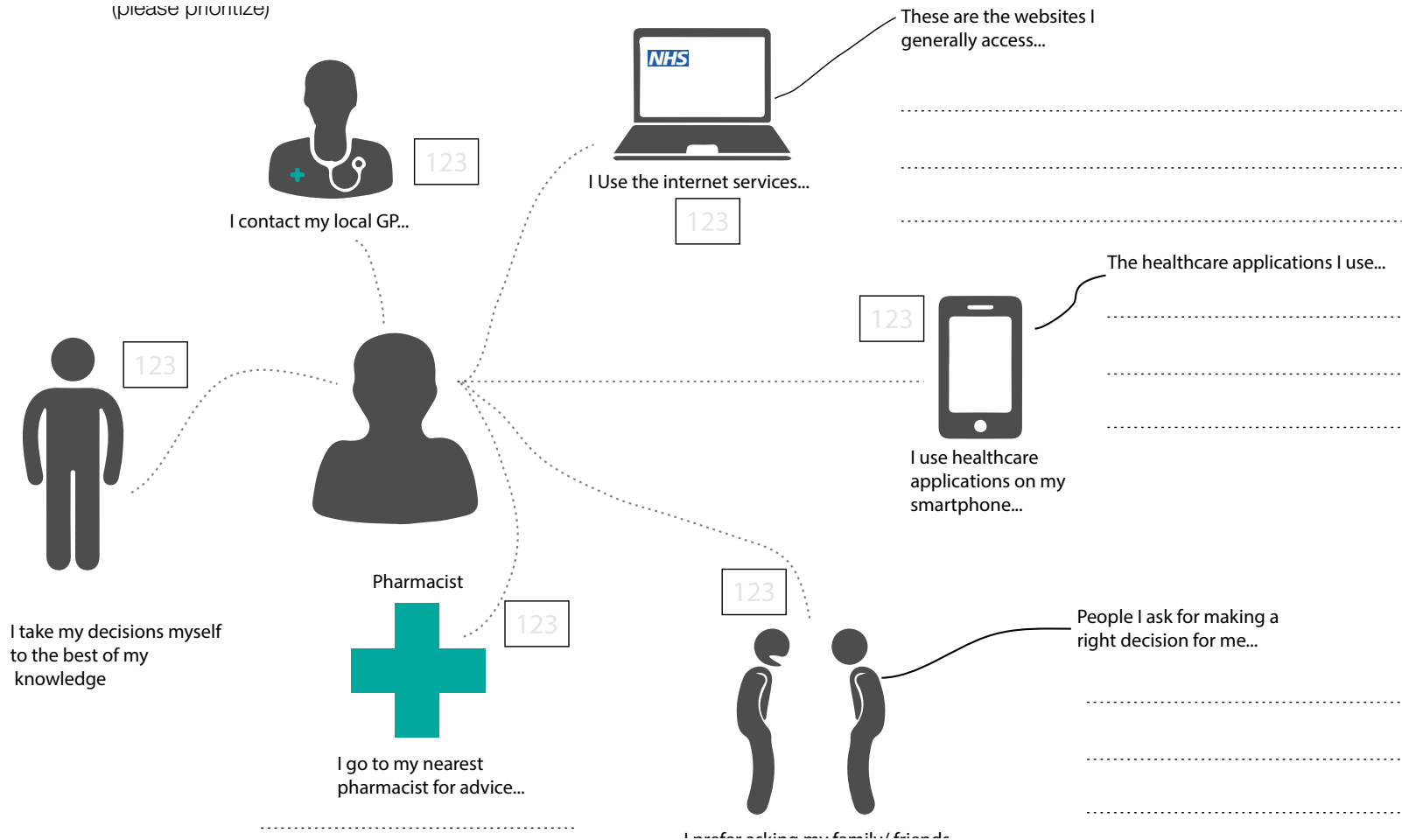
Retired ☐

Other ☐
Please specify

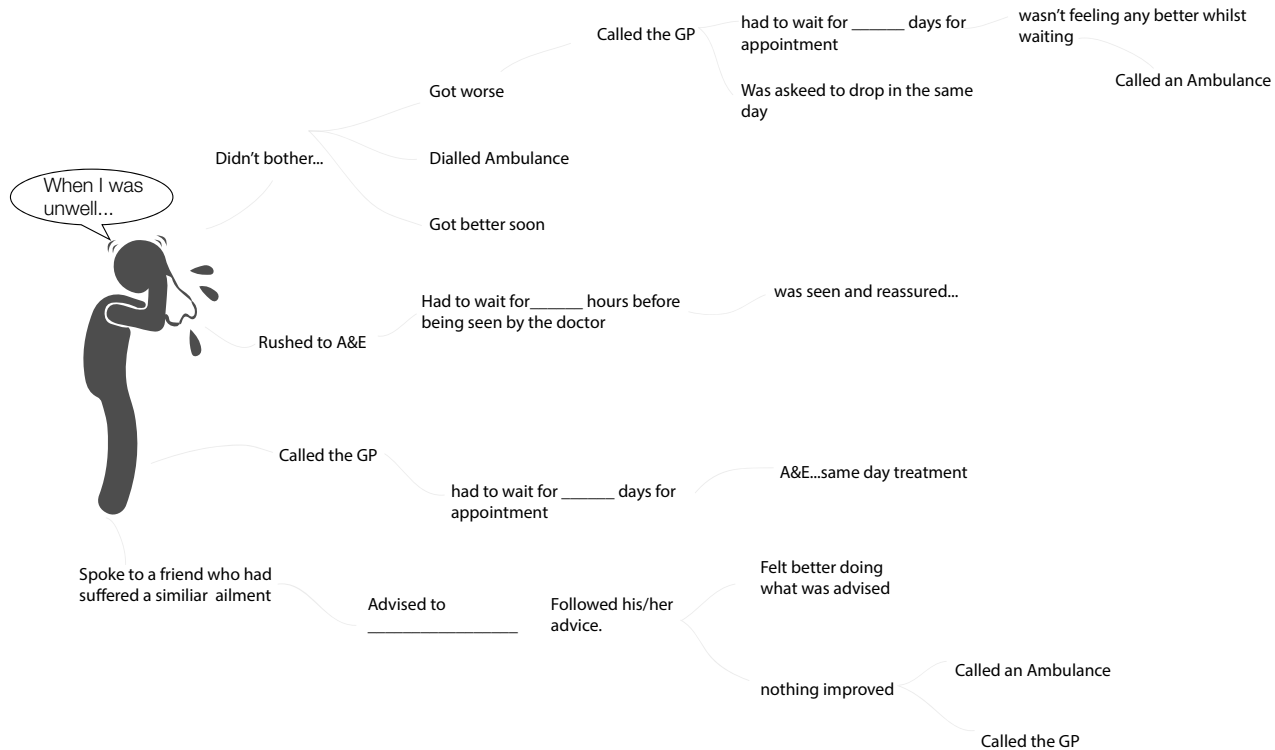
Who
lives

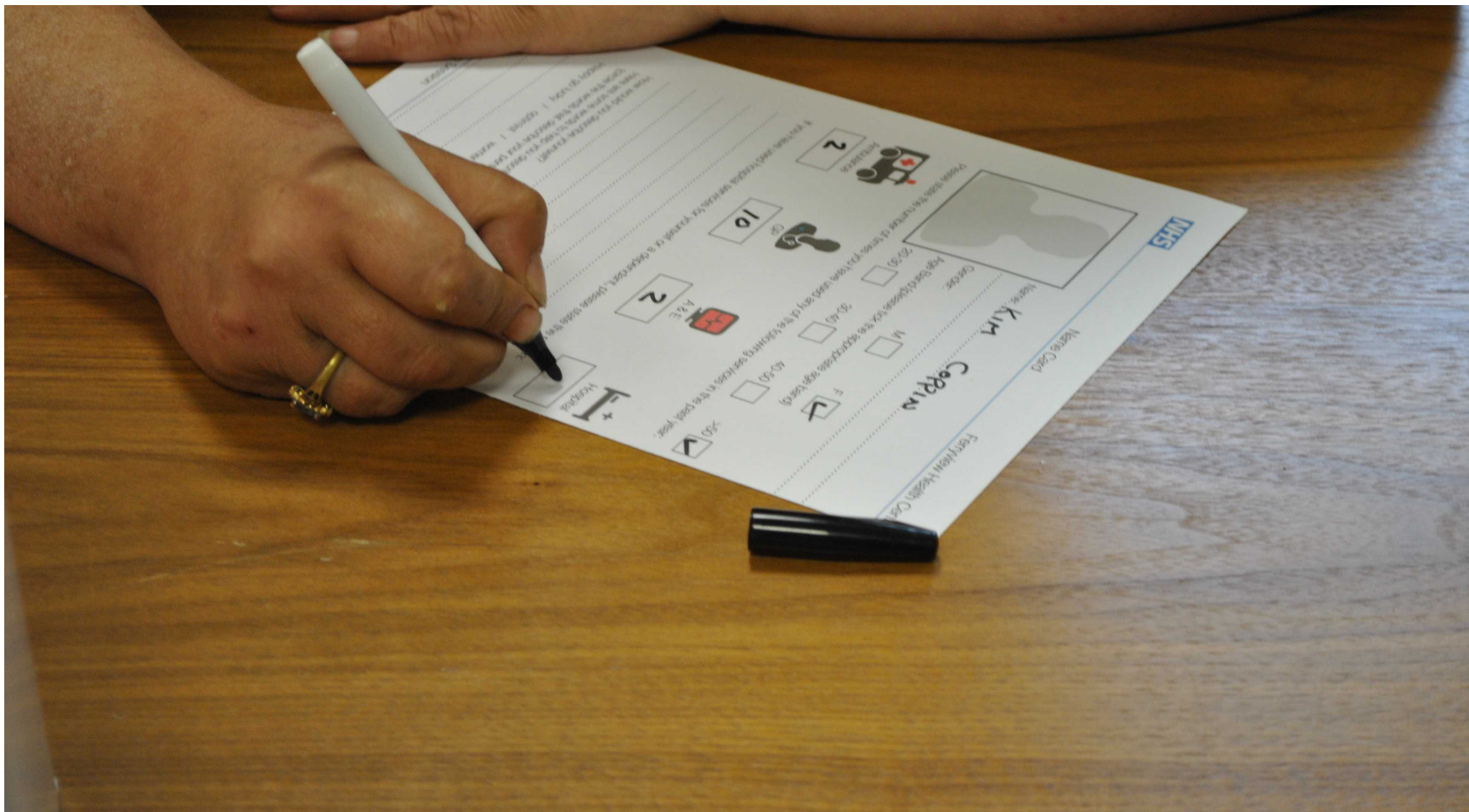
and
is/are

(please prioritize)



Please create a pathway joining the phrases to illustrate how you seeked reassurance in an emergency. Feel free to add to the phrases.





NHS

Name Card

Name Kim

COPPIN

For Health History

2



2

10



10

2



2

>50



>50

F



F

M



M

10/50



10/50

10/50



10/50



10/50



10/50



10/50



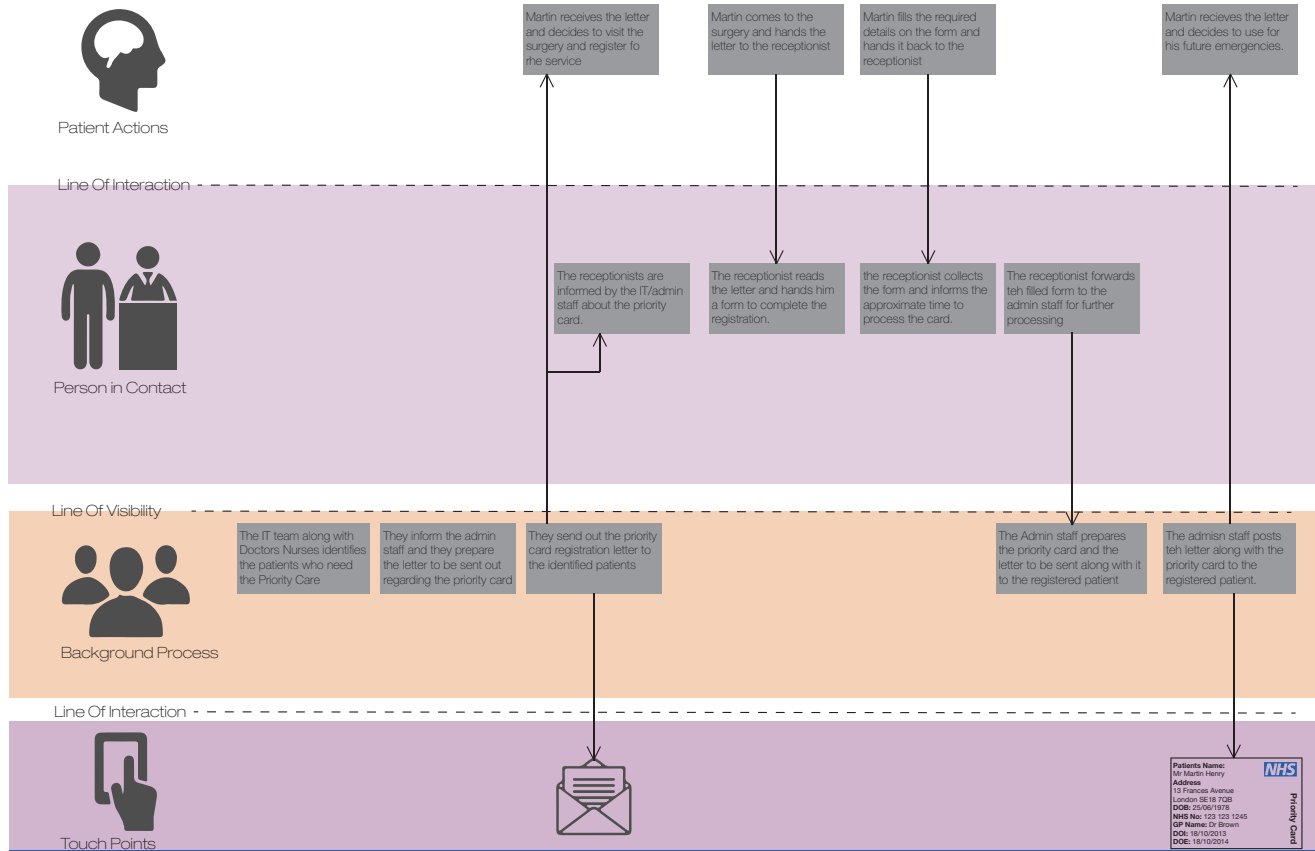
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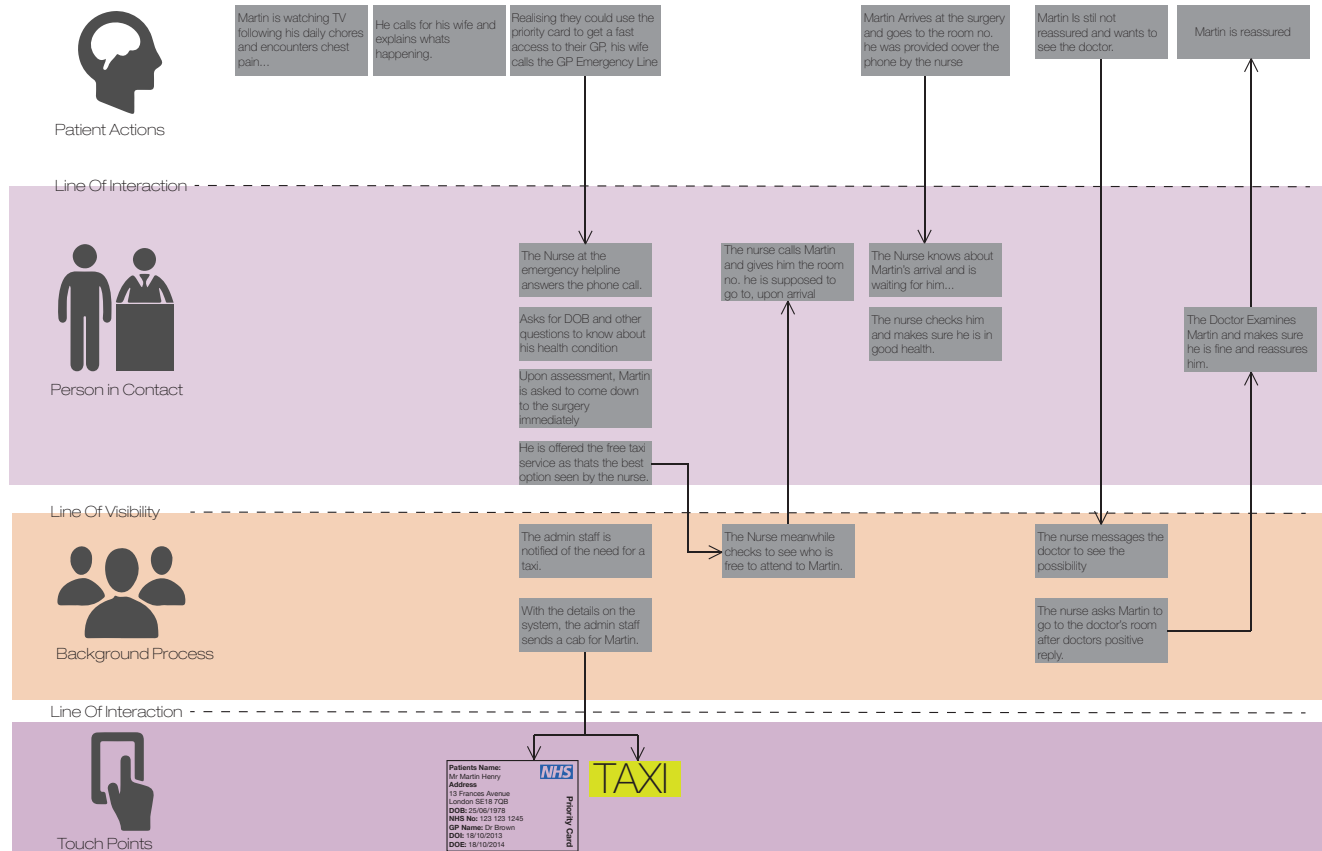


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Common View

The experience was terrible but the medical outcome was excellent.

A short-term bad experience is offset by long-term benefit or value.