

PROJECT SUMMARY

Project Title: Learning from people who have had strokes	Date Project started: February 05
Project Lead (MI): Gaynor Smith,	Date Project closed: January 07
Project Lead (Other): Linda Briant	

Brief description of aims of project:

“Learning from people who have had strokes” utilised the Patients As Teachers methodology, developed in primary care in South East London, in order to:

- Identify issues that matter to service users
- Develop user defined good practice guidance
- Provide opportunities for service users to train clinicians
- Identify mutually agreed areas for service development with clearly defined outcomes.

Go to <http://www.mystrokeservices.net/publications> to view Good practice guidance PDF and film of service users sharing their experiences.

Reason for change:

The Modernisation Initiative Stroke Programme was committed to finding new ways of working with service users to bring about improvement in stroke care. Initial consultation with patients and carers had identified a number of key issues. We decided to use the “Patients As Teachers” methodology to explore these issues in more detail with a view to developing tools for training staff and promoting service development

What we did (action taken):

Patients As Teachers

The Patients As Teachers methodology was developed in primary care in South East London. It aims to:

- Identify issues that matter to service users
- Develop user defined good practice guidance
- Provide opportunities for service users to train clinicians
- Identify mutually agreed areas for service development with clearly defined outcomes.

Learning from people who have had strokes -the process

Over 40 people living with stroke got together across South East London to share their experiences and to make recommendations for good stroke care.

People were identified who were willing to share their experiences. Facilitators met with members of several stroke support groups as well as focus groups convened for the project. People shared their experiences of stroke and the services they received. The resulting material was used to identify key themes which formed the basis for service user defined good practice guidance.

Following the production of the good practice guidance and film, a group of people living with stroke have continued their involvement in the project by co-presenting training sessions for health and social care staff. Participating staff have used the training sessions to review their professional practice and to identify areas for local service development, including:

- development of accessible (picture) menus for stroke units
- patient held handbooks
- development of resources for parents who have had strokes

Impact, display data baseline to current:

- 5 pilot sessions with 54 health and social care professionals
- Group of service users trained and experienced in delivering training sessions utilising the Learning from people who have had strokes good practice guidance and DVD
- Lead staff, experienced in the use of the Learning from people who have had strokes resources in induction and training

How has change been sustained:

The good practice guidance and DVD have been widely distributed across local health and social care teams and have now been embedded within local training and development structures:

- Mark Ward, stroke unit, St. Thomas' Hospital – utilised within induction programme
- Friends unit , stroke unit , Kings' College Hospital - shared learning sessions
- Part of Health First Long Term conditions training programme

Outcomes / Learning

- Learning from People who have had strokes acts as a powerful tool to raise awareness of what it is like to live with stroke and encourages debate on service improvement at local level and with individual practices.
- Inviting service users to the training sessions added to the debate and ensured the sessions remained patient focused.
- Opportunity to disseminate information about good practice, stroke and local services.

Contacts for further info:

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