**NHS Lothian**

**Care Assurance and Accreditation Standards (CAAS)**

**Storyteller Information Sheet**

**Patient/Relative /Carer Stories**

We would like to invite you to tell us about your experiences of care, while you have been in hospital. Before you decide whether you want to take part we would like you to understand why we are doing this and what it would involve. Someone will discuss this information sheet with you and answer any questions you have. Please ask us if there is anything that is not clear.

**What are patient / relative / carer stories about?**

You have been invited to take part in a story because NHS Lothian is keen to hear from people about the aspects of care they value and those we could improve.

**What would I have to do?**

Think about the care you have experienced with us, that you would like to share. We would like to know how you have felt and what you have thought about your experience.

**Where will I be telling my story?**

In a quiet place in or near the ward we will record your story so that we can listen carefully to you while you are talking and then will listen to it later and make notes about what you have said. Once we have done this the recording will be deleted straight away.

**How long will it take?**

It can take as long as you want it to. It can be 15 minutes or up to an hour depending on what kind of story it is and how much you want to share with us.

**What will happen if I do not understand the questions?**

You will be asked to share with us whatever aspects of your experience you would like to talk about. There are no right or wrong answers. Much of the time you will be telling your story about your experience rather than answering a set of questions.

**What information will be shared with others?**

After the discussion we will ask you if you would like to read / see the final draft of the notes we have made and you can check to see if it is accurate. This should be within a few working days. If you are going home we can arrange to send this to you. You can then decide whether you would like this information to be shared with the ward team so that they can learn from your experience.

It is likely that we will record several stories from the ward around the same time and present and overall summary of experiences back to the staff. This helps give a wider range of perspectives.

**What if I want to stop telling my story?**

People often find that telling their story can be a positive experience but sometimes they may decide they don’t want to continue, as it can be upsetting. You are free to stop the discussion at any time without giving a reason.

**What are the benefits of taking part in patient or relative stories?**

By increasing our understanding of what is important to you and by acknowledging any negative experiences, we can look at ways to improve and develop the care we deliver. We feel that stories provide an excellent way to share examples of good practice. They also help us understand more deeply how we should plan improvements to the service.

**Will this change the care / support I receive?**

Taking part will not affect your care or support in any way.

**What will happen to my story once it has been completed?**

We will share the story with other staff. We will have discussions about the main points in your story to help us understand what we do well and also to learn what we can do better.

If your story raises issues that are of cause for concern to us we have a responsibility to respond to this in an appropriate manner. With your agreement we will take this information to an appropriate individual such as the Senior Charge Nurse or Clinical Nurse Manager responsible for your ward or the Associate Nurse Director who is a senior member of staff in the hospital where you are being cared for.

**What if I want to talk over my experience with someone who is not involved in my care?**

If you are a patient or relative you can also talk to a member of the Patient Experience Team.

NHS Lothian  
Waverley Gate  
2-4 Waterloo Place  
Edinburgh  
EH1 3EG

Telephone: **0131 536 3370**

Email: [feedback@nhslothian.scot.nhs.uk](mailto:feedback@nhslothian.scot.nhs.uk)

**Thank you. We appreciate that you are considering telling us your story.**

Layout & Readability reviewed by NHSL Patient & Carer Information Team v1.0 Oct2019, For Review: Oct2021

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**Care Assurance and Accreditation Standards**

**Person Centred Experience**

**Patient/Relative/Carer Consent Form**

Please tick the appropriate box.

|  |  |
| --- | --- |
| 1 | I confirm that I have read and understood the Storyteller Information Sheet YES NO |
| 2 | I confirm that I have had an opportunity to ask questions and discuss the process of story taking/telling YES NO |
| 3 | I have received satisfactory answers to all my questions YES NO |
| 4 | I agree to participate in the patient / relative / carer stories on the understanding that I can withdraw this agreement at any time without giving any reason, and that my current care and treatment will not be affected YES NO |
| 5 | I understand that the recorded information (written texts, tapes) will be kept securely until the recording is deleted YES NO |
| 6 | I give my permission for this information to be used for learning purposes within NHS Lothian YES NO |

|  |  |  |  |
| --- | --- | --- | --- |
| Hospital: | Ward: | |  |
| **Storyteller** | | |  |
| Signature:  Print name: | | Date: |  |

|  |  |
| --- | --- |
| **FACILITATOR**  I confirm that I have explained to the Patient/relative/carer the purpose and nature of stories | |
| Signature:  Print name: | Date: |