

Staff perspectives of patient journeys

This tool has been designed to enable you, as a member of staff, to describe what a patient journey was like from your perspective.

To start **think of a particular patient journey and then of a patient who followed this**, for example, Mrs Smith who followed the DVT pathway.

Remember this specific journey and think about what it was like for you to deliver care.

Which patient journey are you thinking about?

Without giving any confidential information briefly describe the patient and how they were feeling:

**How did you feel as you were delivering care to this patient?
What made you feel like this?**

What worked well and what didn't work so well?

What three key points can be learnt from this experience?

1.

2.

3.