

The service journey

Looking at this diagram of the service, consider what happens to patients and staff at each stage.

What might happen to them and how do they feel?

Example

1. Patient referred to service

1

Patient referred to service

2

Patient checked against directory of service

Patients

Describe how you are feeling and circle the word that best describe your emotions

Patient was unsure what a medical term meant

happy safe comfortable
sad worried in pain

Staff

Describe how you are feeling and circle the word that best describe your emotions

Member of staff checked conditions in the service directory and felt confident they could treat the patient

happy calm confident
sad agitated anxious

happy safe comfortable
sad worried in pain

happy calm confident
sad agitated anxious

happy safe comfortable
sad worried in pain

happy calm confident
sad agitated anxious

The service journey

continued



Patients

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Staff

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