**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.

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| 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. | **How did you feel as you were delivering care to this patient? What made you feel like this?** |
| **Which patient journey are you thinking about?** | **What worked well and what didn’t work so well?** |
| **What three key points can be learnt from this experience?**  **1.** |
| **Without giving any confidential information briefly describe the patient and how they were feeling:** | **2.** |
| **3.** |