

Improving Experience

Name of Initiative: _____

1. How were things before/what led you to take this forward? Why did you want to do things differently (including our feelings)?

2. What did you do? What detail would you need to share for others to understand the detail of what you did?

3. Who was involved? In what way did you involve others and when? Who else could be involved? How do you feel about involving others? What help might you need to bring others on board?

4. What difference did it make (for residents/patients/colleagues/families? What did you learn? How this relates to the sense of security, belonging, continuity, purpose, achievement and significance?

5. How do you feel about how things are now? What are you still curious about?

6. What now for the future? How might you and your team, patients, residents, clients and relatives keep on moving to improve and develop things?

Name: _____

Email address: _____

