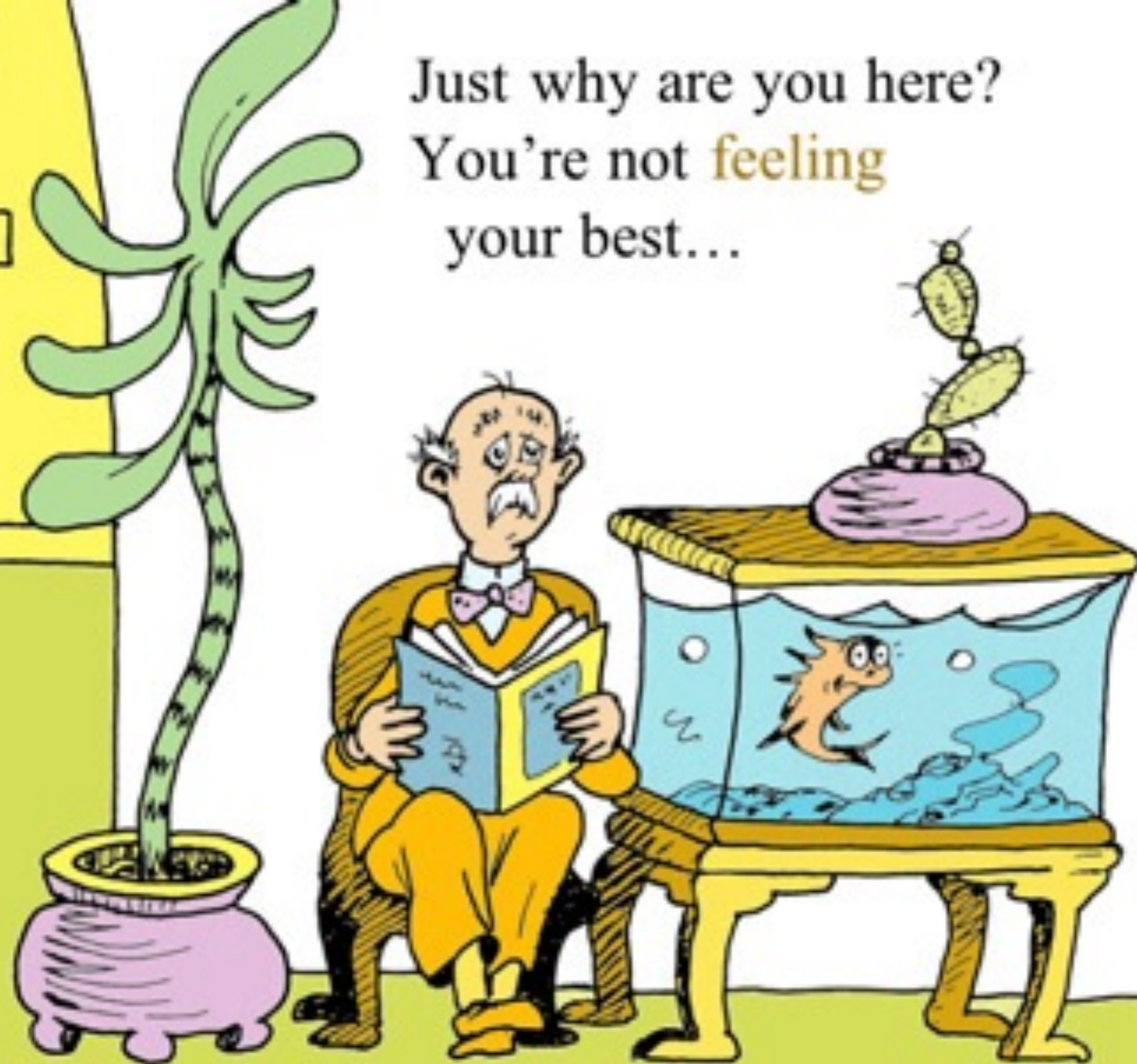


WALKING IN PATIENTS' SHOES

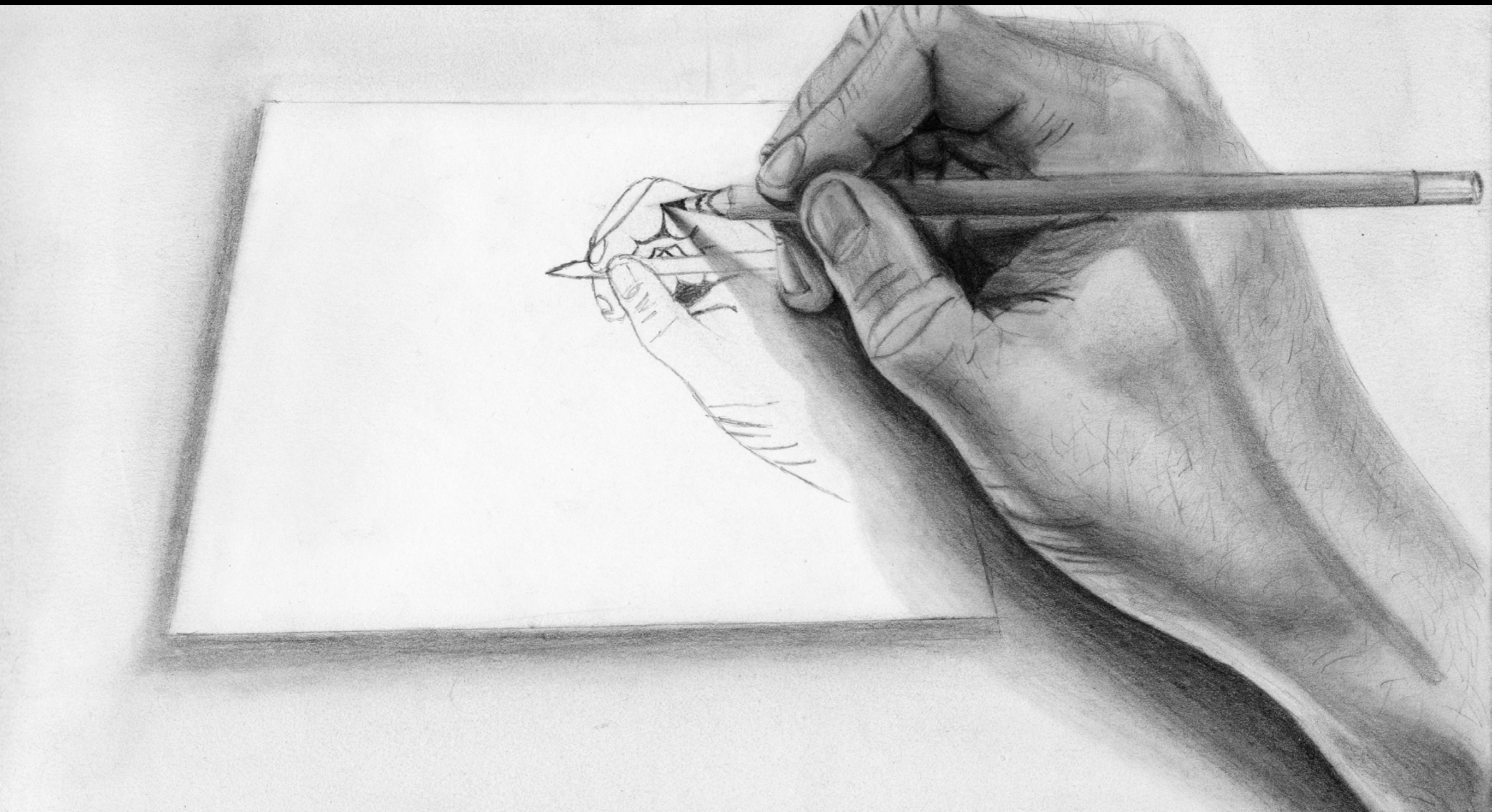
PRACTICAL TIPS AND TOOLS TO
IMPROVE THE PATIENT EXPERIENCE
AT YOUR PRACTICE

Just why are you here?
You're not **feeling**
your best...



METHODOLOGY

PARTICIPATORY VISUAL RESEARCH



NOT FEELING AT HOME
OR WELCOME





“We have been sitting in there, they are playing with things having a crack up time laughing and carrying on and then a little bit of fighting (ha ha) like normal, and then you get a sort of an evil eye and then like 'hey you kids'...But noisy, too noisy and the kids if they are crying and you are trying to keep them quiet but then people look at you and the receptionist will look up then you are like ahh ohh ”

-MANUKA

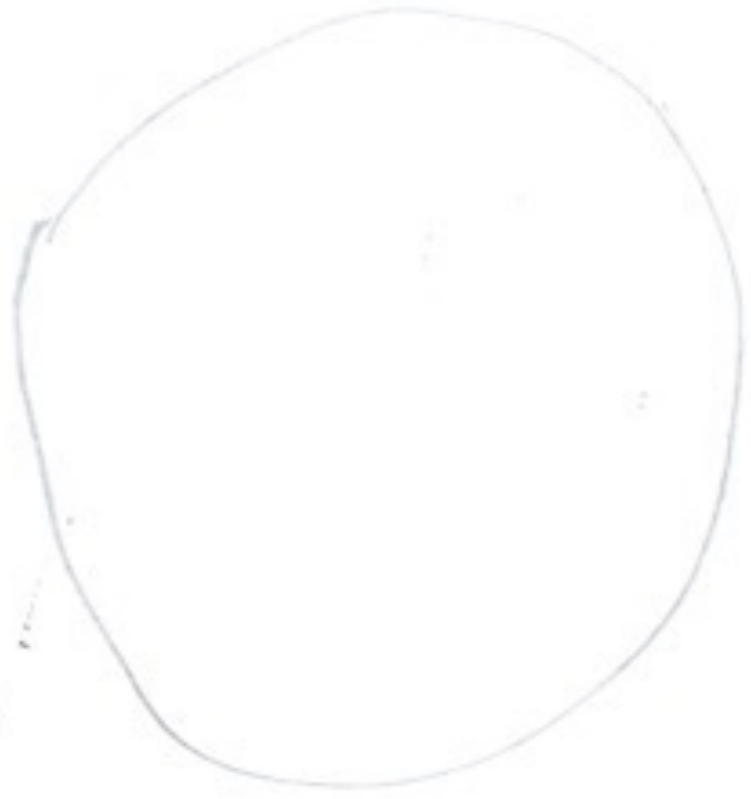
“But you do get apprehensive, I don't know why you worry about what other people think but umm you get in there and people are looking at you. I am pretty used to people looking at me because I look a little bit different with my hair and stuff”

–MANUKA

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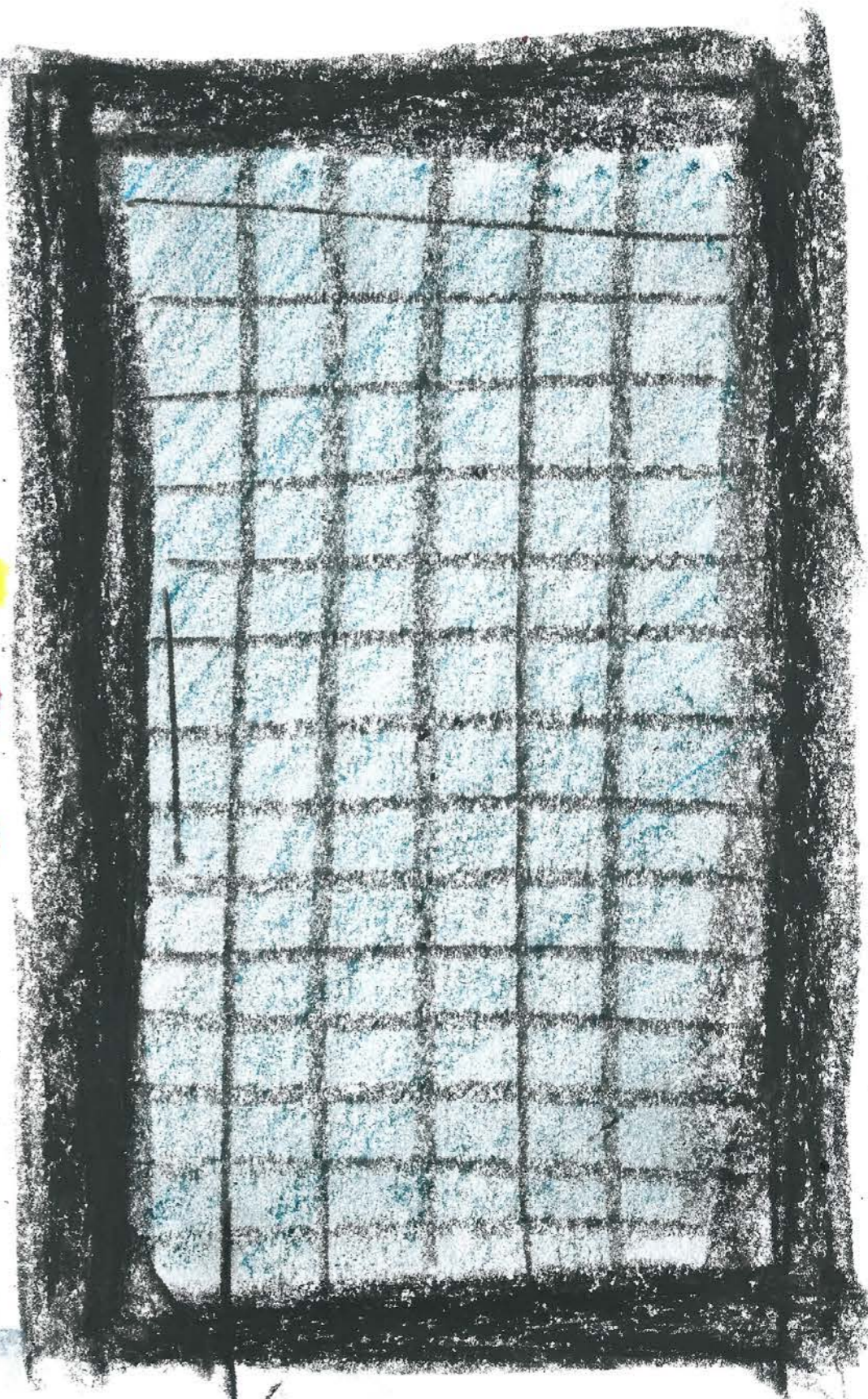
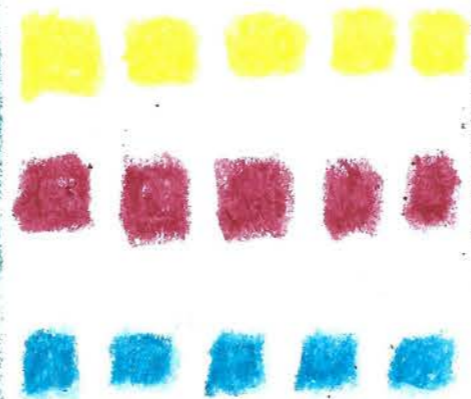
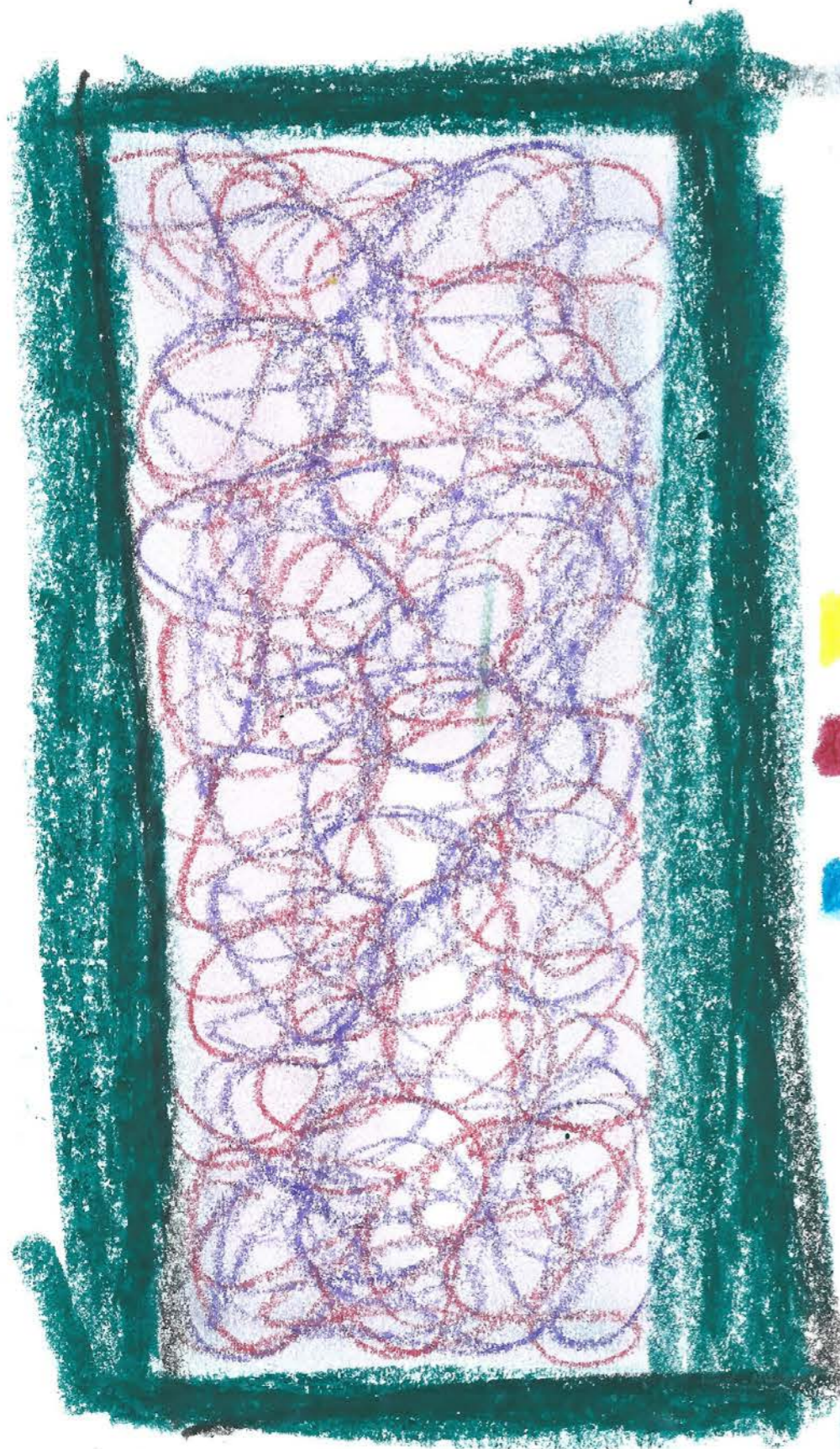


H h h h h



“Mostly you don't want people to see you. You want to be invisible. When you are really unwell most people isolate. So being in a room with strangers that you can't get out of...”

-TIFFANY



“Well it is just dark and doomy. And you think of suits and ties and all by the book and you know... you are just not a person. It doesn't feel warm and welcoming ”

-LAUREEN

“I don't know if it looks too... it's not like a family environment I suppose. You want that environment we are going in to be warm... a home of sorts. Because most the time you are looking for a caring environment and a warm environment. When you go there is brick walls and cold plastic seats all in exact lines. Sit here. The toys are stacked up perfectly. Can I play with them? Don't mess up the magazines, they are all stacked in a nice pattern. It just feels like four walls”

–MANUKA

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CONFORMING TO
PATIENTHOOD

“There was a little notice on the wall there - ‘Please control your children. Other patients are present’ ”

-TE ATAWHAI

“It is really easy not to look at them [posters]... I see these kids walking home from school with all the wrong things. ”

-TIFFANY

“ Yeah they are not very nice to sit in the waiting room and look at [the posters], some of them are a bit horrific”

-LAUREEN

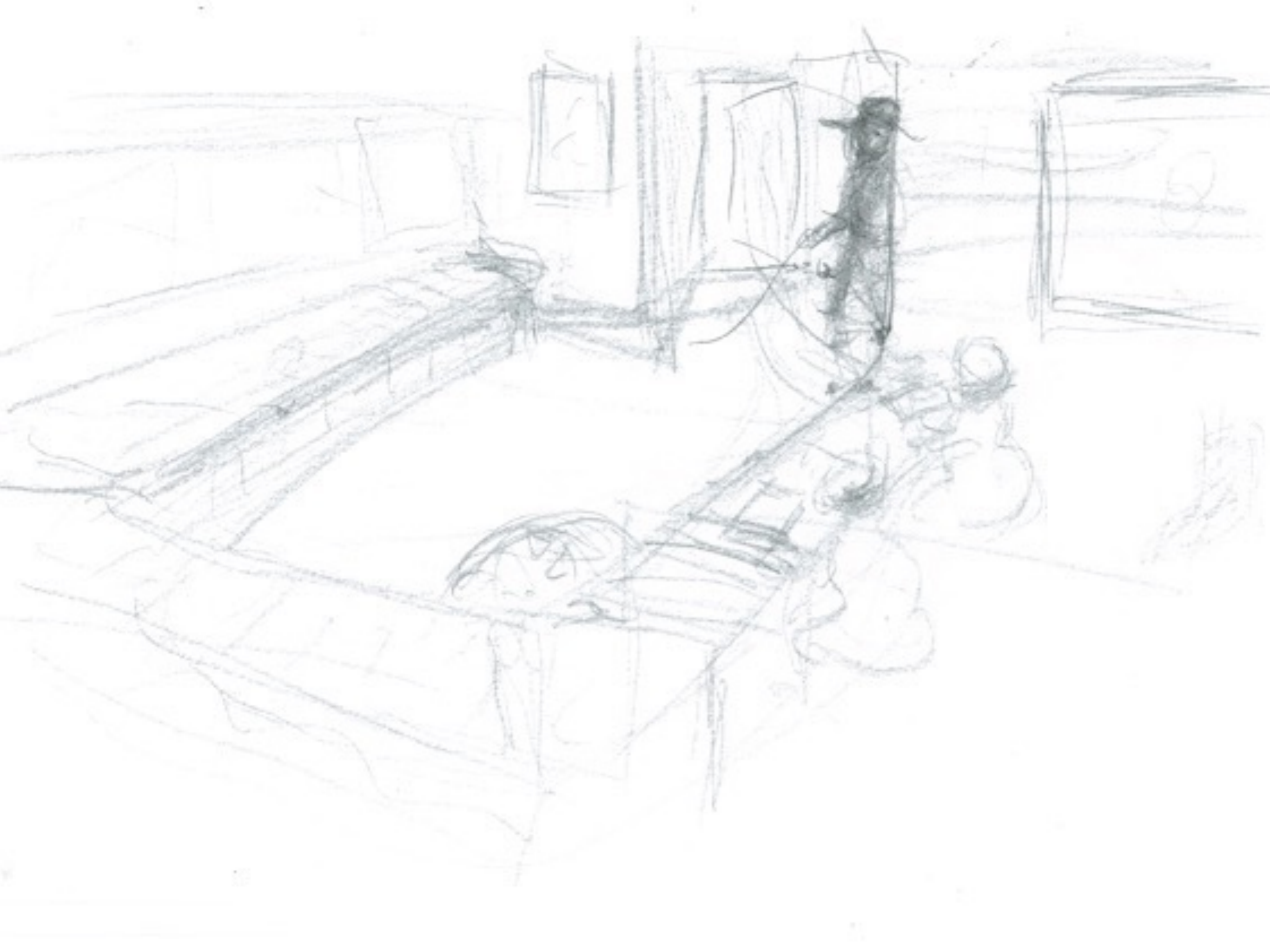


TOY BOX

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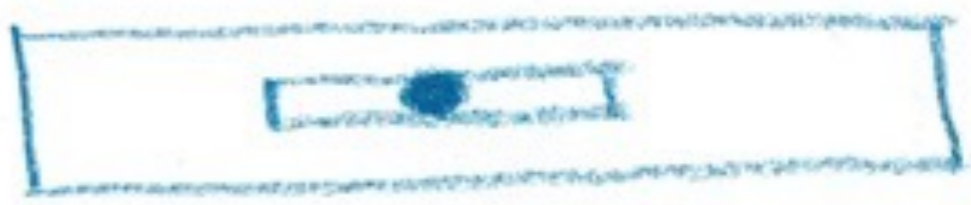
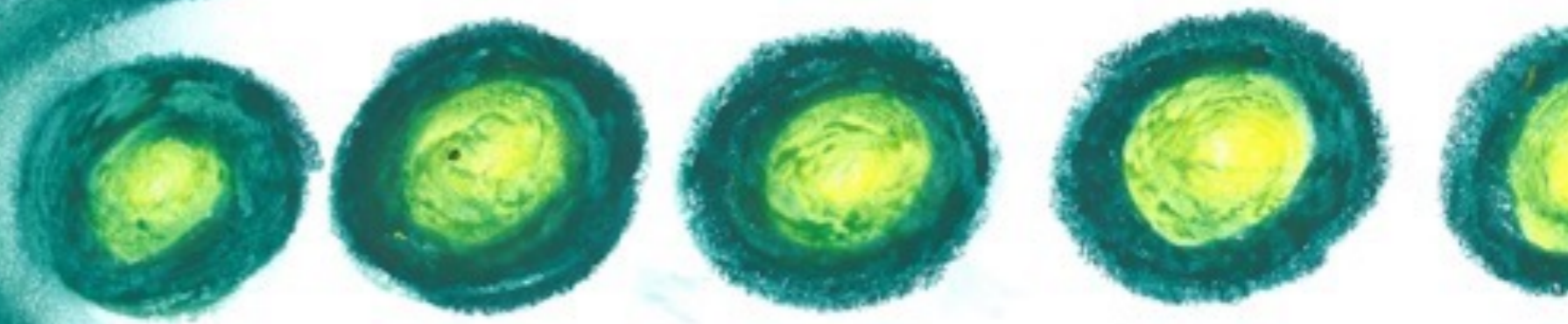
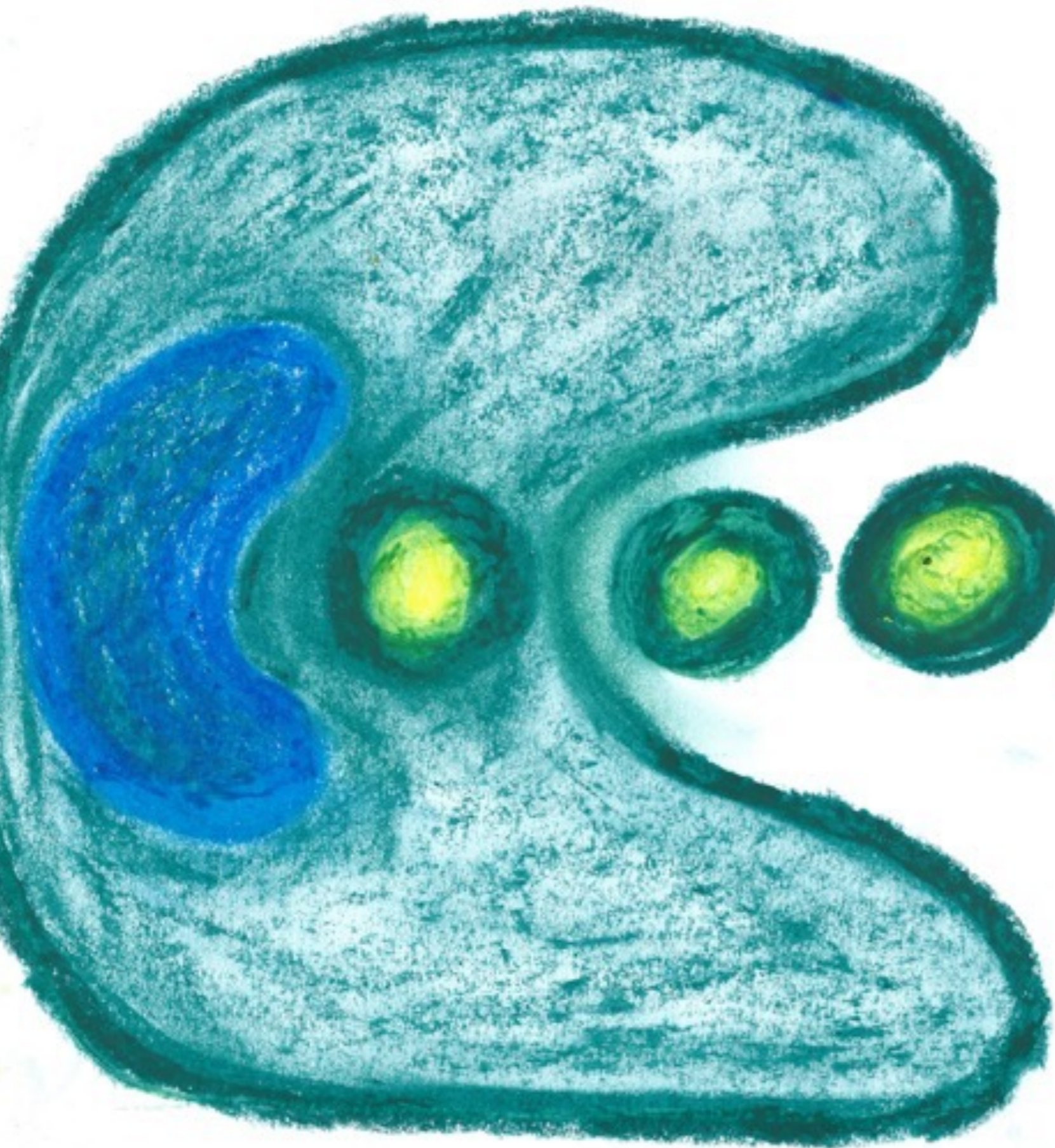
NO SMOKING
COST FOOD

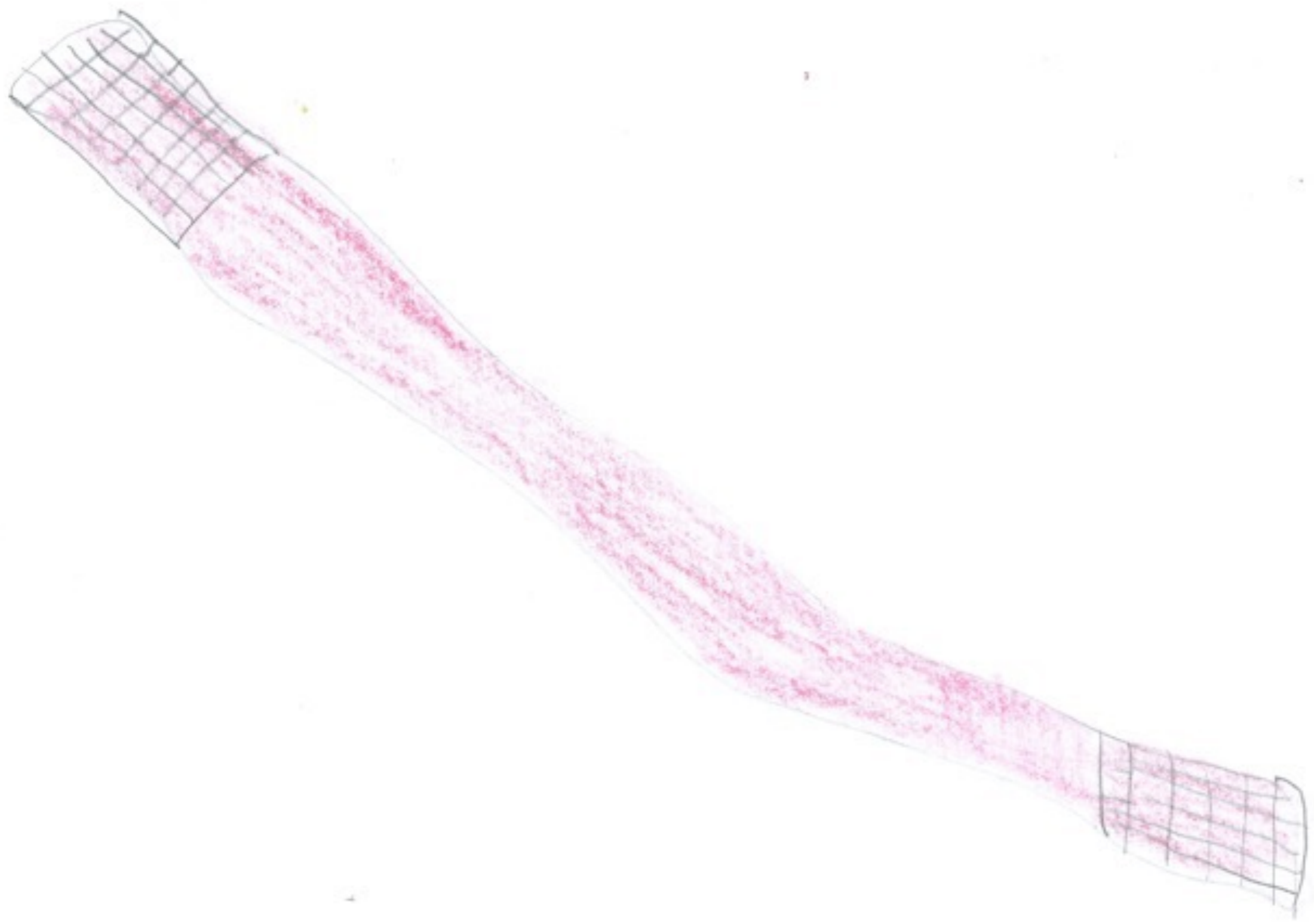




THE IDEAL WAITING ROOM

A home-like place











TIPS

FACILITATING SOCIAL INTERACTIONS

- Seating arrangements
- Sofas, cushions
- Patient redesign
- Community involvement

RESPONSIVENESS

- Private spaces - breast feeding, feeling unwell
- Cultural values - art, language
- Child friendly spaces
- Youth friendly spaces
- Free wifi

BECOMING LESS CLINICAL

- Removing medical posters and notices
- Light, windows
- Furnishings
- Colours

BEING WELCOMED

- Flexibility with appointment making
- Position of the receptionist desk
- Hospitality
- Personal interactions with receptionists
- Allowing patients to exit and enter freely
- Privacy in discussing debt or health issues