

Tell me about a time when you were able to provide a person centred service, through listening?

What made it unique?

What was the impact on the person?

What is within your gift to try out now?

What if this was every persons experience of the service.....

What could be an 'experiment' over the next 3 months?

What would the impact be on you as a clinician or clinical leader?

What would the impact be on quality and person centred care?

CURRENT RESOURCES

DISCOVER
The story of now and the recent past.

DESTINY
Changes towards better.

DREAM
What's the vision?

DESIGN
What are the ideas?

Listening to people who use services

QUICK WIN

MAD HATTER

ROLLS ROYCE