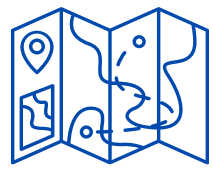


Patient experience mapping interview guidance

Pointers to help you get the most from the interview process

1



The aim is to map the person's experience beginning with their journey of seeking help through to leaving the service.

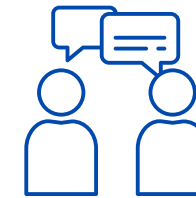
2



The person's journey is mapped around four key points:

1. Needing help
2. Seeking help
3. Accessing help
4. Ending treatment

3



Within each point you want to understand

- what happened from the person's point of view
- the touch points within the service, and
- their feelings at each of these stages

Additional information

It is useful to capture the emotional impact that the person felt (seen in the examples for NHS Dumfries and Galloway Patient Experience Map in the Renewal Resource Library as the red and green bubbles), as well as naming the emotional states that the person describes.

When completing the interview with the person, the emotional state and the intensity of the feeling can be weighted using a 1-5 scale (5 being greatest impact) and noted on the interview cards given in the Resource Library.

It is also important to receive informed consent from the person taking part in the interview to ensure that they are happy with their information being.