

Worried



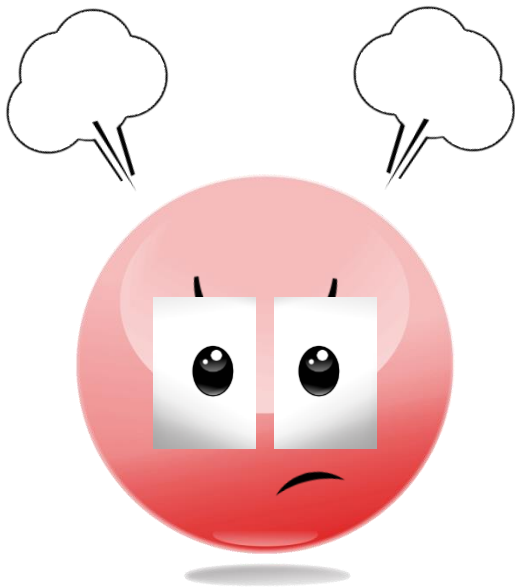
Scared



Confused



Livid



Embarrassed



Sad



Angry



Lost



Annoyed



Hopeful



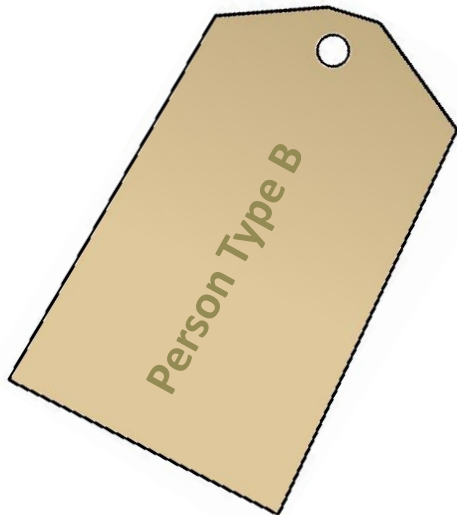
Welcomed



Satisfied



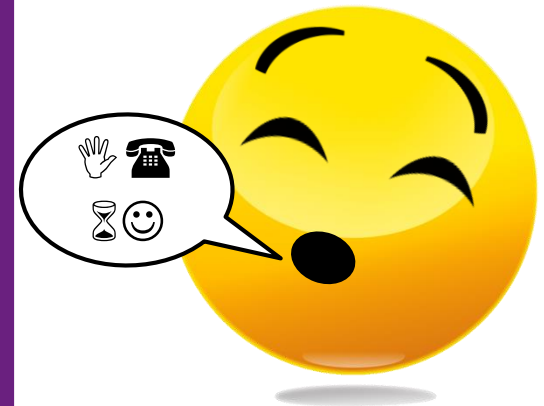
Labelled



Accepted



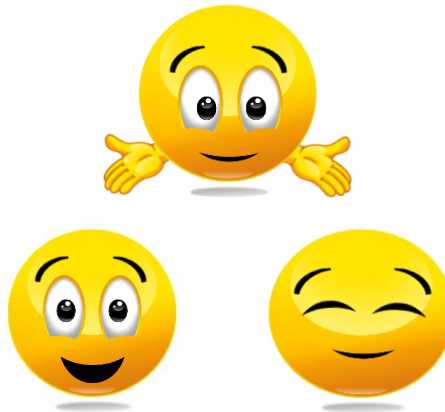
Heard



Thankful



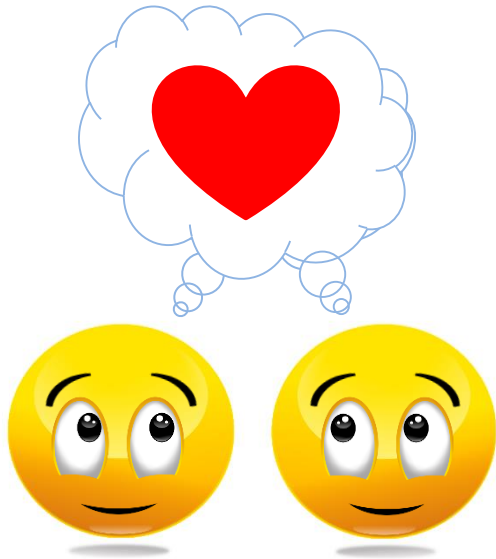
Included



Trust



Compassion



Determined



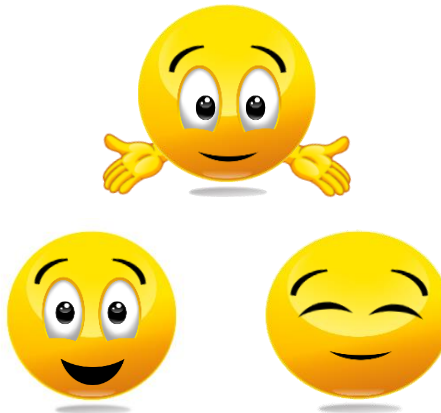
Misunderstood



Comfortable



Supported



Fortunate



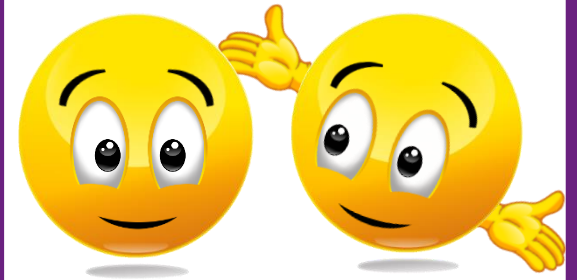
Judged



Rushed



Looked After



Lonely



Happy



Instructions

These cards can be used to encourage discussion and develop an understanding of how people experience services. Full instructions can be found at

www.hisengage.scot/toolkit

- Lay out the cards on a flat surface that's easily accessible
- Ask participants to pick one or two cards that describe how they feel about their last interaction with your service
- The backs of the cards can be used for people to draw their own emoji
- It is helpful for the facilitator to set the tone by first sharing their own story and assure confidentiality will be respected. Allow each participant the opportunity to share their story.

Emotional Touchpoint Cards



Healthcare
Improvement
Scotland

Community
Engagement

