

Pip Hardy and Tony Sumner, Pilgrim Projects/Patient Voices



Pip Hardy and Tony Sumner are founding directors of Pilgrim Projects Limited, an education consultancy specialising in the development of high quality, bespoke learning programmes, particularly in the field of healthcare. Together, they co-founded the Patient Voices Programme in 2003 in response to the as-yet-unperceived need to foreground the lived experiences of all those receiving, designing and delivering healthcare – all of the voices waiting patiently to be heard. The vision for the Programme was to provide a balance to the evidence provided by RCTs and other quantitative forms of research by presenting the ‘evidence of experience’ in the creative, collaborative and engaging form of a digital story, a short video that is scripted, narrated and produced by the storyteller – what may be thought of as ‘autoanalysed ethnographic data’. Research has shown that these engaging stories touch hearts and minds and are valued for their flexibility, veracity and authenticity. The digital stories, once released by storytellers, are freely available via www.patientvoices.org.uk for use in healthcare education and service improvement programmes; they are used in schools of medicine and healthcare throughout the English-speaking world and beyond. Storytellers have spanned the various spectra of race, religion, ethnicity, gender, age, nationality and geographical location; conditions have ranged from mental health through stroke, rheumatoid arthritis, diabetes and dementia to malaria, sickle cell disease, multi-system allergy and the experiences of healthcare professionals, always focusing on the person rather than disease. The Patient Voices Programme won the *British Medical Journal* award for Excellence in Healthcare Education in 2010.

Dr Pip Hardy has a BA(Hons) in English Literature, an MSc in Lifelong Learning, a certificate in psychodynamic counselling and a postgraduate diploma in Existential and Humanist Pastoral Care. Her PhD explored the development and impact of digital stories and digital storytelling in healthcare. Her particular interest is in the transformative power of the digital storytelling process which is itself a powerful means of gathering highly qualitative data. She has facilitated more than 200 digital storytelling workshops and her approach to this method of gathering data is inherently interdisciplinary, collaborative, empowering and co-produced using gentle questioning to elicit both information and meaning.

Tony Sumner has a BSc in Physics and a postgraduate diploma in Astronomy and Astronautics. Many years spent working in the computer software industry, focusing on coding and human computer interface design, has equipped him well to support the technical aspects of digital storytelling. His research interests lie in the dimensionality of digital storytelling and how recognising and articulating the various dimensions may support appropriate selection of a particular digital story or other multi-media artefact for a particular purpose. Along with Pip, he has facilitated well over 100 workshops and is particularly interested in the stories told by elders, people with dementia and those who care for them.

Select bibliography

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