



DIGITAL STORIES



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



WHAT ARE DIGITAL STORIES?

Digital stories are multimedia short films that combine photographs, video, animation, sound, music, text and a narrative voice. They typically last around 2 to 5 minutes.

Digital storytelling is all around us. Videos, podcasts, and commercials use words paired with images to share meaningful stories with a wide range of people.

Digital storytelling shares individuals' lived experiences in ways that traditional storytelling such as oral and written stories cannot.

The process of sharing an experience can be a healing and empowering exercise for storytellers.

WHO CAN TELL THEIR STORY?

Any patient, family member or unpaid carer can tell their story at any time. It's a very simple process to capture the story.

It's important to us to collect stories that reflect the diverse range of patients that use our services.

WHY SHARE YOUR STORY?

Telling your story or that of a loved one can be very empowering.

The storyteller is the director of the story throughout the process.

By telling your story:

- You can highlight best practice when things have gone right
- Your story can help to make a change when things haven't gone right
- Your story can be used to advocate for better services for others
- It can help in the healing and recovery process



Your story can be used to advocate for better services for others.

HOW YOUR STORY IS CAPTURED

You can tell your story in a number of ways. Stories can be captured in a Microsoft Teams virtual meeting, over Zoom, over the telephone or in person using a recording microphone.

Only audio will be taken from the session. This will then be used with photographs that you supply or stock photos, to go along with your story. Your story can be made anonymously if you wish. Sharing your story will not impact or affect the care you receive. Your story will not be shared with anyone until you have given us consent to do so.

WHAT HAPPENS TO MY STORY?

You decide where you are happy to share your story.

You may wish your story to be shared internally to help with staff training or you may wish for it to be shared externally to a wider audience through our website or social media.

You can use our consent form to tell us where you would like your story shared.

You can change your mind at any time about where your story is shared.



Your story can be used to highlight best practice.

HOW DO I GET IN TOUCH?

If you have a story that you'd like to tell or would like to find out more about digital stories, please email pe.cav@wales.nhs.uk

Patient stories are about sharing experiences and learning from them, not redress and do not form part of the formal complaints process.

If you wish to make a complaint, please contact our Concerns Team by emailing concerns@wales.nhs.uk

Thank you.