

Curriculum Vitae

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As an educator, I believe that learning should be both delightful and engaging. People are more likely to learn if they enjoy what they are doing and if they have the opportunity to reflect on their experiences.

Recognising that ‘the medium is the message’, as Marshall McLuhan said, it is crucial to find ways of presenting information that facilitate and enhance learning.

This means paying attention to how information is communicated – and how it is likely to be interpreted. Many years of developing open, distance and e-learning materials have taught me that form and content must work together if they are to fulfil their intended function; further, it is possible to blend competence-based training and work-based learning with more reflective, kinaesthetic and process-based ways of learning into effective ‘learning or instructional design’.

The current focus of my work is improving the safety and quality of health and social care and making it more humane. A desire to involve service users led to the development of the Patient Voices programme. A long-time conviction of the importance of stories as both a teaching and a learning tool has been borne out by my experiences of working with people to create their own digital stories of healthcare. This ‘delightful’ process not only offers a voice to people who may never have been heard, but also makes the stories of their experiences accessible to a worldwide audience.

Employment

Feb 2000- **Director, Pilgrim Projects Limited**

present Pilgrim Projects is a small education consultancy specialising in the development of bespoke open, distance and e-learning programmes in traditional (text-based) and electronic (e-learning) formats. Since incorporation, we have, among other things:

- established the Patient Voices programme to capture and share the unheard stories of patients, carers and professionals; this includes an ongoing programme of

workshops, post-production video editing to produce high quality digital stories for inclusion in the programme and for use in conferences, lectures and presentations, and ongoing research into the uses and efficacy of the stories. Some 400 stories have now been created during the course of 60+ workshops and more than 250 of these are available from the website www.patientvoices.org.uk

- conducted an investigation for the National Audit Office into the quality of primary care from the patients' point of view
- written two online modules on clinical governance for the Royal College of Nursing and the UK Health Education Partnership (www.ukhep.co.uk) and two other modules for the RCN's Learning Zone
- project-managed a major pilot programme concerning the implementation of clinical governance in Primary Care Trusts for the NHS Clinical Governance Support Team, including editing all materials, conducting analysis of the data and preparing feedback to Trust Board Teams
- acted as consultants and educational developers on a national e-learning programme for primary care and practice managers (also for the CGST)
- devised and developed 10 degree-level, work-based distance learning modules for SESAME, an award-winning management education programme for SMEs accredited by Anglia Ruskin University
- produced a number of publications for the Learning and Skills Development Agency
- project managed the development of 21 accountancy textbooks, accompanied by 21 online courses

July 1992- **Freelance writer, editor and project manager**

Feb 2000 I have undertaken all aspects of devising, developing, producing, evaluating and consulting on open learning materials for a variety of clients including the National Extension College, the University of Sunderland, The Open College, the Open Learning Foundation, The National Health Service and The Royal Colleges of Nursing and Midwives.

Jan 1998- **Publishing Manager**, Communication Resources Limited, Cambridge

June 1999 During this short-term contract I was responsible for a small editorial/production team delivering educational resources for schools, careers services, the medical profession and industry. Specifying, costing and managing projects, establishing and implementing

project management guidelines, with overall responsibility for buying print and overseeing editorial quality formed the major aspects of the job.

April 1995- **Project Director**, Cambridge Training and Development, Cambridge

March 1996 I project-managed the development of eight Level 3 modules for a BSc in Professional Practice (Healthcare) for Macmillan Open Learning, validated by the University of Greenwich. Responsibilities included: commissioning and supporting writers and designers, liaising with Macmillan staff and academic consultants, developing the learning and visual design, serving on the editorial team, developing and implementing learning support, scheduling, overseeing production.

Aug 1993- **Senior Project Manager**, University of Sunderland (Learning Development Services)

July 1994 This job-share post involved the evaluation of new open learning materials in computing skills and the use of (then!) new technologies, such as computer and video conferencing via ISDN links to support learners. The project was funded by the European Social Fund and British Telecom in an attempt to widen University access to hitherto under-represented groups including women returners and unemployed people, through the use of new technologies.

Dec 1989 **Editorial Director**, Cambridge Learning Systems Limited

July 1992 As a co-founder and director of this training consultancy specialising in open learning, I was responsible for managing development and production of open learning materials for national providers of training such as the Open College and The Training Agency, and corporate clients, Sun Alliance, Royal Life Estates, BUPA. I also contributed to our national programme of workshops in open learning practice and methodology.

July 1988 **Project Manager**, The National Extension College, Cambridge

Dec 1989 I managed a diverse range of materials development projects which involved specifying, writing and editing materials, commissioning authors, briefing designers, liaising with freelancers, copyediting and proofreading.

Jan – July **Journalist**, West Suffolk Mercury, Bury St Edmunds, Suffolk

1988 Generating ideas, conducting interviews for both news and feature articles, writing about a wide variety of topics, design, layout and sub-editing formed the basis of this short-term contract.

1986-1988 **Office Skills Tutor**, YMCA Actionline, Bury St Edmunds, Suffolk. I provided training and support for unemployed adults in life and office skills, as well as job seeking, communication, literacy and numeracy.

1982 –1988 **Lecturer (part time)**, West Suffolk College of Further Education, Bury St Edmunds

I lectured in communication and liberal studies to students on business and vocational (YTS) training courses. I also developed and ran adult evening classes in literature and women's studies.

Prior to this, I married, had three children and lived in Sri Lanka for some years.

Education and qualifications

1969 – 1971	The Abbey School Malvern Wells, Worcestershire	A-Levels in English Literature, History, Ancient History, Religious Knowledge
1971-74	University of Durham	BA (Hons) in English Literature
1978-79	Sharmini De Silva Montessori School, Colombo, Sri Lanka	Montessori Teacher Training Course
1985-87	West Suffolk College of FE Bury St Edmunds, Suffolk	City and Guilds 730 qualification in teaching adults
1988	Book House, London	Production course for editors
1992-93	Centre for the Study of Human Learning Brunel University	First year of postgraduate research degree in human learning
1992-93	Cambridge Groupwork	Introductory Course in Group Analysis
1993-95	University of Cambridge Extra Mural Board	Certificate in Counselling Course (Psychodynamic)
1996 - 1998	London College of Classical Homœopathy	Part 1 of homœopathy training course leading to licentiateship
2004-2007	University of Ulster	MSc in Lifelong Learning (with distinction)
2008-2009	University of Sunderland	MA in Buddhist Studies (First year)
2010	University of Cardiff, School of Social Sciences	Accepted for PhD: 'Mindfulness-informed digital storytelling in health and social care: a qualitative study

Other activities

Since September 2005, I have served on the voluntary Board of Director of Cintra, a not-for-profit company providing interpreting and translation services for the public sector, and am currently Vice Chair of the Board. I have been involved in developing policy and in strategic decisions of all aspects of the company, including appointments, education and training, business development and finance. My particular responsibilities are for quality and ethics.

In 2008 I was elected a Fellow of the Royal Society of Arts.

In 2007 I was appointed to be an honorary research fellow at the University of Salford's Centre for Nursing, Midwifery and Collaborative Research.

During 2006, I participated in the Berkeley-based Center for Digital Storytelling's public workshop as well as their six-day Train the Trainer workshop; I continue to work closely with them to develop and facilitate digital storytelling workshops in healthcare contexts in the UK, Canada and the US.

In 2002, I was accorded the status of Associate Tutor at Anglia Polytechnic University.

Following the one-year Introductory course in Group Analysis run by Cambridge Group Work, I completed a two-year psychodynamic counselling course run by the University of Cambridge Counselling Service, with a 200-hour placement in the Psychotherapy Department at Addenbrookes Hospital in Cambridge.

I have a long-standing interest in Buddhism. After studying for some years with the Zen group of the London Buddhist Society, I became a member of Zen Master Thich Nhat Hanh's Community of Interbeing. I received the Five Buddhist Precepts and was involved in organising retreats as well as serving as editor of *Here&Now*, the UK community's newsletter. I have attended, and continue to attend, a number of retreats in the Zen tradition as well as the Vipassana (Insight) tradition.

I hold a Reiki Second Degree certificate.

I have learned British Sign Language to Stage 1.

I work on both Macintosh and PC systems, and am comfortable with a range of programmes in addition to Word, PowerPoint and Excel, including Quark Express, Photoshop and Photoshop Elements, Pinnacle Studio, MovieMaker, Premiere Elements, Premiere Pro, Final Cut Express and Dreamweaver.

I hold a full motorcycle licence as well as an ordinary driving licence.

Leisure interests and activities include cinema, reading (mostly contemporary fiction), classical music, gardening and Tai Chi – when not otherwise engaged with three grown daughters and two younger step-daughters, one grand-daughter, elderly parents in California and Hampshire and our two tortoises, eight hens, 20+ doves and 137 (approx) fish!

Open, distance and e-learning projects and publications

These are projects which I managed. * Indicates projects to which I also made a substantial written/editorial contribution.

Anglia Polytechnic University

SESAME 1, 2 and 3 – Diploma in Small Business Management

Environment Agency

*Enforcement and prosecution policy training**

Foulks Lynch, official publishers for ACCA

*21 ACCA textbooks revised to the new syllabus in 2000, accompanied by 21 online courses
Research and Analysis book leading to BSc (Hons) in Applied Accounting*

Key Skills Support Programme

*The Key Skills Resource Bank
The Key Skills Handbook for Co-ordinators*

London College of Classical Homeopathy

*Introduction to Homeopathy **

London School of Classical Homeopathy

*Foundation course in Homeopathy **

Macmillan Open Learning

BSc (Hons) in Professional Practice (Healthcare)

National Clinical Governance Support Team

*Strategic Leadership of Clinical Governance *
Primary Care Management Development Programme**

The National Extension College

*GCSE Computer Studies *
Return to Work – a course for women *
Return to the Office – a course for women
Counselling Skills Resource Bank*
The Listening Manager **

*Understanding Loss and Grief **

*Understanding Trauma **

*Now Hear This! (A course in Deaf Awareness) **

*Management in Context **

ABACUS – Business Administration materials for NVQs at Levels 1, 2 and 3

*NEC/Coca Cola Frontline Project: BSc in Management, with Universities of London and Bradford **

*Pre-School Playgroups Association Diploma in Playgroup Practice **

*Customers First – NVQ materials for Customer Service**

The Key Skills Solution (Communication)

National Health Service Training Directorate

Information Management and Technology Trainers' Resource Pack
Communicating in Organisations **

NHS Executive and Anglia and Oxford Health Authority

*Evidence-based Health Care **

Open College

The Carers and The Carers NVQ version
The ACCA project – Law for Accountants*

Open Learning Foundation

*How to Learn a Language
Research Methods **

Royal College of Midwives

*Transition to Parenting**

Royal College of Nursing

*Dynamic Documentation (online course) **

*Confidentiality, Sharing and Disclosure (online course)**

*The Solihull Approach – an open learning resource pack for health visitors **

*The Solihull Approach Parenting Pack**

University of Sunderland

*Anti-oppressive practice **

*Effective Learning Skills Programme**

*Clinical Governance Works (online courses) **

Restricted Growth Association

What is...? and Lifestyles -Two series of booklets about restricted growth conditions

Solihull Health Authority

*Effective e-learning **

Microcomputing Skills Programme

*Research Methods (School of Health Sciences)**

*Regional Issues in Social Geography**

UK Health Education Partnership

Clinical Governance Matters (online course)

Books and papers

NB. Many of these papers can be found at www.patientvoices.org.uk/resources.htm

Hardy, P. (1994) *Introduction to GNVQ (Advanced) in Health and Social Care*. Harlow: Longman

Hardy, P. (1994) *Provide emotional support (Health and Social Care)* Harlow: Longman

Hardy, P. and Sumner, T. (2003) *Succeeding in Business: Starting and running a practice for Professionals in Therapy and Healthcare*. London: Holistic Therapy Books

Hardy, P. and Sumner, T. (2005) *The Embody Book: Your guide to complementary therapies, beauty and fitness*. Holistic Therapy Books

Hardy, P. and Sutherland, S. (1994) 'Improving access to higher education for non-traditional learners' Paper written for *Open Learning* conference in Sheffield. 1994.

Hardy, P. (1996) 'The elusive self – Buddhism and psychodynamic theory' Dissertation for counselling course.

Hardy, P. and Redfern, L. (1997) 'Threads of reflection and the patterns they weave' (unpublished book chapter)

Hardy, P. (1998) 'Zen and the Art of Staff Development' *Open Praxis*

Hardy, P. (2003) 'Open Sesame' *Open Learning Today*.

Hardy, P. (2004) 'The Expert Patient Programme – a critical review'. Paper presented as part of MSc in Lifelong Learning.

Hardy, P. (2004) 'Patient Voices: the rationale' www.patientvoices.org.uk

Hardy, P. (2005) 'Engaging carers: discovering the passion and the poetry' Paper presented as part of MSc in Lifelong Learning

Hardy, P. (2005) 'Patient Voices: an investigation into improving the quality of healthcare using digital stories' May, 2005. Paper presented as part of MSc in Lifelong Learning

Hardy, P. and Clarke, M. (2005) 'Carers: unheard, invisible, invaluable'. (written for publication in the *Journal of Clinical Governance*)

Hardy, P. (2007) 'Patient Voices: a valediction'

Hardy, P. (2008) 'An investigation into the application of the Patient Voices digital stories in healthcare education: quality of learning, policy impact and practice-based value' (final MSc dissertation, awarded a distinction)

Hardy, P. and Sumner, T. (2008) 'Digital storytelling in health and social care: touching

hearts and bridging the emotional, physical and digital divide' *Lapidus Journal*. June 2008.

www.lapidus.org.uk

Hardy, P. and Jaynes, C. (2009) 'Finding the voices for quality and safety in healthcare: the never-ending story'. Accepted for publication in the *Journal of Clinical Nursing*.

Jaynes, C. and Hardy, P. (2009) 'Towards person-shaped healthcare. Submitted to the *Journal of Participatory Medicine*

Abstracts and presentations

NB. Many of these abstracts and presentations are available at www.patientvoices.org.uk/resources.htm

Hardy, P. (2005) 'Telling stories' invited presentation at *Dartmouth Hitchcock Clinical Microsystems Fall Invitational* in Lebanon, New Hampshire, USA

Hardy, P. (2006) 'Patient Voices: The essential story (a brief history of digital storytelling in healthcare)' Abstract accepted and presented at *All Together Better Health III* conference in London, UK

Hardy, P. (2006) 'Patient Voices: hearing the stories at the heart of healthcare' Abstract accepted and presented at *Nurse Education Tomorrow (NET)* conference in Durham, UK

Hardy, P. 'Voices from the heart of healthcare' a video introduction to the Patient Voices

programme produced as a masterclass for the *Primary Care Management Development Programme* and also available at

www.patientvoices.org.uk

Hardy, P. (2007) 'Connecting to the future: a vision of e-Health with nurses as keepers of the stories' Abstract accepted and presented at *Nurse Education Tomorrow (NET)* conference, Cambridge, UK

Hardy, P. and Spencer, M. (2007) 'Digital storytelling in healthcare: the essential experience' Abstract accepted and presented at *Chronic disease prevention and management* conference, Calgary, Canada

Hardy, P. (2007) 'Digital storytelling: the essential experience' Invited workshop at the Centre for Creative and Cultural Knowledge Exchange, Huddersfield, UK

Hardy, P. and Mangnall, J. (2007) 'Hearing the patient's voice: using digital storytelling to improve continence care in care homes' Abstract accepted and presented at *Authenticity to Action conference*, Grange-over-Sands, UK

Hardy, P., Mangnall, J. and Bailey-Dering, J. (2007) 'When shall we three meet again? A three-way partnership results in a truly patient-centred educational resource' Abstract accepted and presented at *Authenticity to Action conference*, Grange-over-Sands, UK

Hardy, P. (2007) 'Patient Voices: the essential experience' Abstract accepted and presented at *Authenticity to Action conference*, Grange-over-Sands, UK

Hardy, P. and Stanton, P. (2007) 'Through the looking glass: looking at the creation and use of digital stories from both sides' Abstract accepted and presented at *Authenticity to Action conference*, Grange-over-Sands, UK

Hardy, P. (2007) 'Patient Voices and Patient Learning Journeys' Invited presentation at University of Huddersfield

Hardy, P. (2007) 'Patient Voices: the essential experience' Invited workshop presentation at *NHS Live!*, Birmingham, UK

Hardy, P. and Stanton, P. (2008) 'Patient Voices as "Markers and guides, comfort and warning"'

Invited workshop to members of NHS Clinical Governance Support Team. Leicester, UK

Hardy, P. (2008) 'Patient Voices: the essential experience' Invited presentation to University of Colorado School of Health Sciences, Denver, USA

Hardy, P. (2008) 'Patient Voices: the essential experience' Invited presentation to Saskatoon Health Authority, Saskatoon, CA

Hardy, P. (2008) 'Getting to the heart of the story: hearing Patient Voices' Invited workshop for trainee consultant practitioners, NHS South Central. Southampton, UK

Hardy, P. (2008) 'Healthcare perspectives on digital storytelling' Invited keynote presentation at Humanising Healthcare retreat organised by the Center for Digital Storytelling in Vancouver, CA

Hardy, P., Stanton, P. and Mangnall, J. (2008) 'No longer unheard: the potential of patient voices' Abstract accepted and presented as a symposium at the *NETNEP* conference in Dublin, N. Ireland

Hardy, P. (2008) 'Patient Voices: Getting to the heart of the story' Invited keynote presentation at Isle of Wight PCT's *Long Term Conditions* conference, Newport, IoW, UK

Hardy, P. (2008) 'Patient Voices' invited presentation given to Healthlink Worldwide and Panos, London, UK

Hardy, P. (2008) 'Hearing Voices' invited presentation given at NIACE curriculum development day: *How does mental health fit into your curricula?*

- Hardy, P. and Stanton, P. (2008) 'Humanising healthcare: exploring the power and the potential of digital storytelling in healthcare education' Abstract accepted and presented as a symposium at *Nurse Education Tomorrow (NET)* conference in Cambridge, UK
- Stanton, P. and Hardy, P. (2008) 'Creativity in healthcare' invited workshop and accompanying workbook presented at *Nurse Education Tomorrow (NET)* conference in Cambridge, UK
- Hardy, P. and Sumner, T. (2008) 'Hearing and sharing women's stories' Invited workshop for midwives, City and Hackney PCT, London, UK
- Hardy, P., Sumner, T., O'Neill, F. and Clarke, B. (2008) Arthur and Co.: Digital Stories of Living with Arthritis' Special project selected for presentation at *White Rose Innovation Conference*, Harrogate, UK
- Hardy, P. and Sumner, T. (2008) 'Using digital stories and digital storytelling in medical education' Invited presentation and workshop for Paediatric Special Interest Group, Nottingham University, UK
- Hardy, P. (2009) 'Digital storytelling: the essential experience' Invited presentation at Coventry University Technology Centre, UK
- Hardy, P. (2009) 'The healing power of (digital) storytelling' invited presentation to psychotherapy masters students at University of East London, UK
- Hardy, P. and Omblor-Spain, S. (2009) 'See, hear! Designing patient-shaped healthcare' invited keynote presentation at *Patient and Public Involvement in Out of Hours and Urgent Care* conference, Birmingham, UK
- Hardy, P. and Sumner, T. (2009) 'Hearing and telling stories of learning disability' Invited workshop for learning disability nurses at University of Huddersfield, UK
- Stacey, G. and Hardy, P. (2009) 'The shock of reality: digital stories of newly qualified nurses' Abstract accepted and presented at the *Narrative Practitioner* conference in Keele, UK
- Hardy, P. and Stacey, G. (2009) 'EAR, EAR, Effective, Affective and Reflective: Patient Voices digital storytelling in healthcare education' Abstract accepted and presented as a workshop at *Nurse Education Tomorrow (NET)* conference, Cambridge, UK
- Hardy, P. (2009) 'The medium is the message: hearing the voices at the heart of healthcare' invited presentation at *International Digital Storytelling* conference, Óbidos, Portugal
- Hardy, P. (2009) 'Effective, Affective and Reflective: Patient Voices digital stories in healthcare education' Invited presentation at Interprofessional Learning Day, Nottingham University, UK
- Hardy, P. (2009) 'Patient Voices: Digital Storytelling the Mindful Way' Abstract invited and presented as a workshop at *Mindfulness and Wellbeing* conference at University of East London, UK
- Hardy, P. and Jaynes, C. (2009) "'Markers and Guides, Comfort and Warning": Stories and Transformation, Education and Healthcare'

abstract accepted for presentation at *NETNEP*
conference in Sydney, Australia in April 2010

Stacey, G., Hardy, P. and Baldwin, V. (2009)

'Minimising the shock of reality through digital
storytelling' Abstract accepted for presentation
at *NETNEP* conference in Sydney, Australia, in
April, 2010

Topping, A., Hardy, P. and Haigh, C. (2009)

'Mining Digital Stories to Illuminate Patient
Safety Concerns: Being Unsafe in Safe Places'
Abstract accepted for presentation at *the Royal
College of Nursing Research Conference, 2010*