

Summary profile

My vocation and my avocation come together to catalyse transformation that will bring about greater humanity and compassion in the design and delivery of health and social care. My 2003 decision to use stories as a key component in placing patients and those who care for them at the heart of care was validated by the 2010 Francis report, which said *'It is the individual experiences that lie behind statistics and benchmarks and action plans that really matter.'*

Stories bring statistics to life – they are 'data with a soul', offering listeners a chance to walk in another person's shoes, providing insights and affording deeply reflective learning opportunities for personal and organisational growth and transformation. So, mindful of Donald Schön's work on storytelling and transformation, I co-founded the *Patient Voices Programme*. Since its inception, over 100 Patient Voices projects have been completed, resulting in nearly 1000 stories, and the work has evolved into research, training and education collaborations in medicine and healthcare, as well as quality improvement initiatives, in the UK and beyond. The Programme has won several awards including the 2010 BMJ award for *Excellence in Healthcare Education*.

Creative use of new technologies, combined with cutting-edge and evidence-based adult learning methods enable the creation and dissemination of 'digital stories' of health and illness, life and death, care and carelessness. These short, multi-media clips, created by storytellers themselves, remind those who design, deliver, commission and receive care of our common humanity.

As CEO of Pilgrim Projects Limited, I am committed to developing, and increasing the appreciation of, innovative and patient-centred research and engagement interventions. Our award-winning approach encourages and facilitates the creation of highly qualitative, auto-analysed data rather than obtaining answers to questions we have already selected. This work is underpinned by ongoing research, evaluation, publication and regular conference presentations to national and international audiences, in all of which I am an active participant.

As a founding director of Pilgrim Projects, I lead a small, resilient, agile, responsive team that enables us to operate nationally and internationally, providing bespoke education and research, quality improvement, patient/staff engagement and experience solutions from concept through to implementation. We are recognised as 'punching above our weight', bringing short- and long-term value to our clients at both operational and strategic management levels, while making respected contributions to wider debates about definitions of patient-centred care.

My working style is inherently collaborative and informed by my belief that discovery and learning come from listening and doing. The creation and fostering of trusting and respectful relationships that facilitate reflective engagement and enquiry and provide constructive challenge is fundamental to my leadership style, whether dealing with public, private or third sector organisations, think tanks, academic institutions, patients, clients or colleagues. I am committed to ensuring work of the highest quality, sensitive to commercial realities, yet always delivered with integrity and compassion.



Key achievements

Putting patients at the heart of care: The Patient Voices Programme

I co-founded this award-winning programme to bring about culture change through the creation and dissemination of personal stories in order to improve the quality and safety of healthcare.

Nearly 1000 stories have now been created by patients, carers and clinicians in the UK, USA, Canada, Australia, Scandinavia, Africa and Hong Kong. The website currently receives nearly one million hits per year from healthcare organisations, schools of medicine and healthcare throughout the English-speaking world and beyond. In 2010 the Programme won the BMJ award for Excellence in Healthcare Education and, more recently attracted funding for major projects from the Health Foundation's Closing the Gap programme and the NHS Institute's Patient Feedback Challenge.

www.patientvoices.org.uk

Quality, education and research: Strategic Leadership of Clinical Governance

I project managed and edited this education and research programme a survey of some 2500 Trust Board members in England with the creation and delivery of educational materials to investigate and enhance their understanding of clinical governance. Analysed responses were aggregated with those of other Trusts and translated into highly accessible presentations for delivery by the National Clinical Governance Support Team in order to close the feedback and learning loop. The first Patient Voices stories were incorporated in presentations to remind Boards of their *raison d'être*. www.pilgrimprojects.co.uk/clients/nhsma/cg2/index.htm

Stories and statistics: National Audit Office Value for Money Health Audit

Pilgrim Projects has been involved in a series of projects gathering highly qualitative data in the form of digital stories to illuminate the NAO's Value for Money Health Audit reports (presented to the Parliamentary Public Accounts Committee) on stroke care, reorganised neo-natal services and end of life care and to bring the statistics to life. We also conducted the qualitative research for the NAO's investigation into Clinical Governance in Primary Care, designing an appropriate research method that enabled us to gather the stories that would reveal what patients and carers really thought about their care. www.nao.org.uk/wpcontent/uploads/2007/01/0607100_PilgrimProjects.pdf

Board level leadership and governance: Cintra

I served on the Board of Cintra, a not-for-profit public sector interpreting and translation agency, from 2005 to 2013, for most of that time as Vice-Chair. I had special responsibility for ethics, quality and education. In addition to regular oversight and input on Cintra's development and strategic goals, I was closely involved in appointment processes, including the current CEO; reviewing bids for major interpreting contracts, and dispute resolution up to and including Board level. During this time, Cintra's turnover grew from £1.9 million to £3.9 million. www.cintra.org.uk

Education and liberation: Open, distance and e-learning

Between 1988 and 2005, I conceived, designed, developed, wrote, edited, project managed and consulted on numerous open and distance learning programmes for a wide range of clients, including The European Union, The Open College, The National Extension College, Coca Cola, The Open Learning Foundation, Anglia Ruskin University, European Social Fund, University of Sunderland, National Health Service, Royal Colleges of Nursing and Midwifery and the Association of Chartered Certified Accountants. Activities ranged from evaluating major open learning projects throughout the European Union to establishing successful distance and online tutoring and



mentoring programmes to devising a supported open learning degree programme that enabled several hundred young people to gain a degree from the University of Bradford while working for Coca Cola.

The evidence of experience: research and publication

I was awarded an MSc with distinction for my investigation into the impact of the Patient Voices stories on healthcare education and service improvement. As a result of this work, I was invited to become an Honorary Research Fellow at the University of Salford and an Honorary Teaching Fellow at Manchester Metropolitan University (MMU). Having completed the first year of a PhD at Cardiff University, the focus of my research shifted to Manchester Mental Health and Social Care Trust where I am using a case study approach to discover whether digital storytelling has the potential to transform culture. I was fortunate to be awarded a studentship to complete the PhD at MMU. This work is ongoing.

Bringing about change: curriculum development

I am Curriculum and Learning Lead for the NHS Improving Quality's School for Health and Care Radicals, a programme which supports grass roots change by equipping people with new ways to think about improvement. In addition to contributing to the overall programme design strategy, my particular responsibility is to lead on developing content for the modules in a way that will promote learning, reflection and transformation at personal and organisational levels.

Education and qualifications

2012-present Manchester Metropolitan University

Part-time studentship to complete PhD at the Research Institute for Health and Social Change

2010-2011 University of Cardiff

Registered for part-time PhD in the School of Social Sciences to investigate the impact of digital storytelling in health and social care. Completed first year to upgrade.

2004-2007 University of Ulster

MSc in Lifelong Learning (with distinction)

1993-1995 University of Cambridge Extra-mural Board

Certificate in Psychodynamic counselling

1992-1993 Cambridge Groupwork

Introductory Course in Group Analysis

1988 Book House, London

Production course for editors

1985-1987 West Suffolk College of FE, Bury St Edmunds, Suffolk

City and Guilds 730 qualification in teaching adults and further education

1978-1979 Sharmini De Silva Montessori School, Colombo, Sri Lanka

Montessori Teacher Training Course

1971-1974 University of Durham

BA (Hons) in English Literature

1969-1971 The Abbey School, Malvern

A-Levels in English Literature, History, Ancient History, Religious Studies



Employment

Chief Executive, Pilgrim Projects Limited (Feb 2000-present)

Pilgrim Projects is a multiple award-winning consultancy specialising in the design and development of high quality educational resources and quality improvement in health and social care. We have particular expertise in the creation of bespoke open, distance and online learning programmes in traditional (text-based) and electronic (e-learning) formats.

As a director and Chief Executive, I am responsible for all aspects of the company, including developing strategies and policies, day-to-day financial and operational management, and ensuring probity and governance of the company's activities. Our successes include:

- established the **Patient Voices Programme** to capture and share the unheard stories of patients, carers and professionals; this includes an ongoing programme of workshops (national and international), 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.
www.patientvoices.org.uk
- commissioned by **Healthwatch Essex** to manage a suite of Public Improvement Projects (PIPs) to investigate barriers and enablers to engagement in Essex
- conducted research, evaluation and ongoing professional development in a range of contexts, such as of GP Practices as **Multi-Professional Learning Organisations** for the **Eastern Deanery** www.pilgrimprojects.co.uk/papers/mploreport.pdf
- commissioned by **DENDRON** to design and write an online learning (CPD) programme to educate clinicians about motor neurone disease www.dendron.nihr.ac.uk/mnd-teaching/story.html
- devised and wrote innovative online modules on clinical governance for the **Royal College of Nursing** (RCN) and the **UK Health Education Partnership** as well as e-learning modules on documentation and confidentiality for the RCN's Learning Zone
- delivered a major pilot programme concerning the implementation of clinical governance in Primary Care Trusts for the **NHS Clinical Governance Support Team** (NCGST) with responsibility for oversight and management of all aspects of the programme, from concept through to delivery of print materials and presentations to Board Teams
- commissioned by **NCGST** to consult on educational design of national e-learning programme for primary care and practice managers, and to produce a learning programme aimed at helping clinicians engage with the commissioning process.
- worked on several **European Social Fund** programmes, overseeing all aspects of development and production, for example *SESAME (Small Enterprise Sensitive Accessible Management Education)*, an award-winning management education programme for SMEs accredited by **Anglia Ruskin University** www.pilgrimprojects.co.uk/clients/apu.htm
- commissioned by the **Learning and Skills Development Agency** to produce learning materials for teachers delivering key skills
- managed the design and delivery of a complex commission for major revision of 21 textbooks and creation of 21 accompanying online courses for a professional audience.



Freelance open learning writer, editor, project manager and consultant (July 1992-Feb 2000)

I undertook all aspects of devising, developing, producing, writing, editing, evaluating and consulting on open learning programmes. Responsibilities included specifying projects, developing the learning design, commissioning teams of writers, editors and designers, and ensuring that projects were delivered to the highest quality, on time and within budget. Clients included The National Extension College, The Open College and the NHS.

Publishing Manager, Communication Resources Limited, Cambridge (Jan 1998-June 1999)

I was responsible for leading a small editorial/production team delivering educational resources for schools, careers services, the medical profession and industry. Responsibilities included specifying, costing and managing projects and quality assurance.

Project Director, Cambridge Training and Development, Cambridge (April 1995-March 1996)

I project-managed a complex and ground-breaking open learning programme consisting of eight Level 3 modules for a BSc in Professional Practice (Healthcare) for **Macmillan Open Learning**, validated by the University of Greenwich.

Senior Project Manager, University of Sunderland (Aug 1993-July 1994)

I led a ground-breaking project funded by the **European Social Fund** and **British Telecom** utilising new technologies to widen University access to hitherto under-represented groups including women returners and unemployed people, through the use of new technologies.

Editorial Director, Cambridge Learning Systems Limited (Dec 1989-July 1992)

I established a new company to promote the practice and application of best practice in open learning. We developed a portfolio of clients in the private and public sectors and produced innovative programmes across a range of subjects and sectors.

Project Manager, The National Extension College, Cambridge (July 1988-Dec 1989)

Journalist, West Suffolk Mercury, Bury St Edmunds, Suffolk (Jan-July 1988)

Office Skills Tutor, YMCA Actionline, Bury St Edmunds, Suffolk. (1986-1988)

Lecturer, West Suffolk College of Further Education, Bury St Edmunds (1982-1988)

Awards and honorary positions Please see www.patientvoices.org.uk/awards.htm

- PEN award for *Innovative Use of Technology/Social Media* (2013) (Finalist)
- HSJ award for *Innovation in Mental Health* (2013) (finalist)
- BMJ Group Award for *Excellence in Healthcare Education* (2010) (winner)
- BMJ Group award for *Healthcare Communicator of the Year* (2010) (finalist)
- Medical Journalists Association 2010 award for *Health Champion of the Year* (finalist)
- Fellow of The RSA (since 2008)
- Creating an Inter Professional Workforce: *John Horder award for Innovation* (2007)
- Dartmouth Clinical Microsystems Film Festival: *People's Choice award* (2004)
- Dartmouth Clinical Microsystems Film Festival: *Minimising unnecessary switching – patients, learners and professionals – Fewer Handoffs Award* (2004)
- Vice Chair of Cintra, a not-for-profit interpreting agency from 2005-2012
- Board member of CAIPE (Center for the Advancement of Inter Professional Education)
- Honorary teaching fellow at Manchester Metropolitan University's Faculty of Health, Psychology and Social Care (2010)



CV Addendum 1: Publications, presentations and learning projects

Publications

Hardy, P. and Sumner, T. (eds) 2014 *Cultivating compassion: how digital storytelling is transforming healthcare*. Chichester: Kingsham Press.

Hardy, P. and Sumner, T. (2014) 'Our stories ourselves: exploring identities, sharing experiences and building relationships through Patient Voices' in Pleasants, H. and Salter, D. (eds) *Community-Based Multiliteracies and Digital Media Projects: Questioning Assumptions and Exploring Realities*. New York: Peter Lang

Anderson, E., Hardy, P., Kinnair, D., Sumner, T. (2012) 'They just don't get it: using digital stories to promote meaningful undergraduate reflection' *Medical Teacher* Vol 34, issue 7, pp 597-8

Stenhouse, R., Tait, J., Hardy, P. and Sumner, T. (2012) 'Dangling conversations: reflections on the process of creating digital stories during a workshop with people with early stage dementia' *Journal of Psychiatric and Mental Health Nursing* vol 20, issue 2, pp 134-41 March 2012

Haigh, C., Hardy, P. and Duncan, F. (2010) 'Six stages of doctoral study: a new model for PhD students' *Nurse Researcher* vol. 18, Issue 4, 46-7

Hardy, P. and Jaynes, C. (2011) 'Finding the voices for quality and safety in healthcare: the never-ending story'. *Journal of Clinical Nursing* vol. 20, April 2011

Haigh, C. and Hardy, P. (2010) 'Tell Me a Story – A Conceptual Exploration of Story Telling In Health Care Education.' *Nurse Education Today*. Vol 30. September 2010. www.nurseeducationtoday.com/

Stacey, G. and Hardy, P. (2010) 'Challenging the shock of reality through digital storytelling'. *Nurse Education in Practice*. Vol. 10. www.nurseeducationinpractice.com/

Hardy, P. and Sumner, T. (2009) 'Humanizing healthcare' IN *Digital storytelling: capturing lives, creating community*. (4th Edition) New York: Routledge

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

O'Neill, F. and Hardy, P. (2008) 'Designing patient-shaped healthcare' White Rose Health Innovation Partnership Health Technology Bulletin www.wrhip.org/technology-bulletins

Hardy, P. (2004) *The Expert Patient Programme – a critical review*. Paper presented as part of MSc in Lifelong Learning. www.patientvoices.org.uk/research.htm

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) www.patientvoices.org.uk/research.htm

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. www.patientvoices.org.uk/research.htm

Stanton, P. and Hardy, P. (2008) *Creativity in Education*. Northumbria University and Pilgrim Projects. www.patientvoices.org.uk/workbooks.htm

Stanton, P. and Hardy, P. (2007) *Quality and the patient experience in renal services* Department of Health and Pilgrim Projects. www.patientvoices.org.uk/workbooks.htm

Stanton, P. and Hardy, P. (2007) E-Health connections nursing workshop: connecting to the future. Connecting for Health and Royal College of Nursing. www.patientvoices.org.uk/workbooks.htm

Stanton, P. and Hardy, P. (2007) *Fit for the future: 21st century public services that promote health and wellbeing*. North East Essex Primary Care Trust and Pilgrim Projects. www.patientvoices.org.uk/workbooks.htm

Hardy, P. (2005) *Preparing to study: the work before the work*. National Clinical Governance Support Team and National Primary Care Development Team www.patientvoices.org.uk/workbooks.htm

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



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*.
www.patientvoices.org.uk

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

Hardy, P. (2005) *Engaging carers: discovering the passion and the poetry* Paper presented as part of MSc in Lifelong Learning.
www.patientvoices.org.uk/research.htm

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

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. (1997) *Securing the right people*. Oxford: Pergamon Open Learning

Hardy, P. (1997) *Communication management*. Oxford: Pergamon Open Learning

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

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

Abstracts and presentations

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

Hardy, P. (2014) 'Physician, know thyself: tomorrow's doctors reflected in today's technology'. Invited workshop at The Future of Medical Education conference, Newcastle, UK in June 2014

Hardy, P. (2014) 'Insights into epistemic injustice: hearing from patients and staff'. Invited presentation at Health Education North East's Perceptions of bullying and undermining behavior focus group, Newcastle, UK in July 2014.

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

Griffin, S. and Hardy, P. (1994) *Counselling Skills Resource Bank*. Cambridge: National Extension College.

Hardy, P. and Snedegar, J. (1993) *Planning for Higher Education*. Cambridge: National Extension College.

Hardy, P. and Clark, F. (1990) *Return to Work*. Cambridge: National Extension College.

Hardy, P. (1991) *Return to the Office*. Cambridge: National Extension College.

Hardy, P. (1996) *The elusive self – Buddhism and psychodynamic theory* Dissertation for counselling course. www.pilgrimprojects.co.uk/papers.htm

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

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

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

Hardy, P., Hillyard-Parker, H. and Rooney, A. (1993) *Abacus: Level 1 and level 2* (Business Administration Skills for NVQ). Cambridge: National Extension College.

Gray, R. and Hardy, P. (2014) 'Who am I? Who are you? The development pathway of personal, professional and inter-professional identities through stories and storytelling' abstract accepted for presentation at All Together Better Health VII conference in Pittsburgh, USA in June 2014

Hardy, P. and Sumner, T. (2014) 'Raising voices: digital storytelling as a challenge to epistemic injustice in healthcare' presentation at *Digital storytelling in times of crisis* conference in Athens, Greece, May 2014

Hardy, P. (2014) "'The crisis of my life": digital storytelling as a radical response to crises in health and social care' Invited keynote presentation at *Digital storytelling in times of crisis* conference in Athens, Greece, May 2014



Hardy, P. and Cahoon, P. (2014) 'Cultivating compassion in care: transforming culture with digital storytelling' Invited presentation at *Six Cs Live! Conference*, London, UK in January 2014

Hardy, P. and Sumner, T. (2013) "'Dangling conversations": Digital storytelling – age, vocation and value'. Invited presentation at University of Brighton, UK in December 2013

Hardy, P. and Sumner, T. (2013) 'Towards a culture of the heart' Invited presentation for the AGM of Cintra. Presented in Cambridge UK in November 2013.

Hardy, P. (2013) "'The care of the patient": learning and teaching compassion through stories'. Workshop presented to Guildford and Waverley Clinical Commissioning Group. Cumberland Lodge, Windsor, UK in November 2013.

Hardy, P. and Sumner, T. (2013) 'Hearing Voices: transforming cultures.' Invited presentation for Global Mental Health Week. London School of Hygiene and Tropical Medicine, London UK in October 2013

Hardy, P. (2013) "'The care of the patient'" Workshop presented at GP Registrars and New Practitioners' Study Day. Royal Society of Medicine, London UK in June 2013.

Hardy, P., McKee, A. and Sumner, T. (2013) 'Using digital storytelling in the development of multi-professional learning organisations in primary care: opportunities and challenges'. Paper presented at American Educational Research Association Conference in San Francisco, USA in April 2013.

Alexandra, D., Hill, A. and Hardy, P. (2013) 'First do no harm: meeting the ethical challenges of digital storytelling with vulnerable groups'. Panel discussion presented at DS8 in Cardiff, UK in June 2013.

Hardy, P. (2013) 'The quivering of the heart: cultivating compassion in healthcare'. Invited keynote presented at Create Act Change International Digital Storytelling Conference in Ankara, Turkey in May, 2013.

Hardy, P. and Jaynes, C. (2013) 'Go around: using digital stories to improve safety in air medical transport' Paper presented at Create Act Change International Digital Storytelling Conference in Ankara, Turkey in May, 2013.

Hardy, P., Sumner, T., Cahoon, P., Rehman, H. and Williams, D. (2013) 'Hearing Voices: creating and using digital stories of mental health to promote dignity and respect, humanity and compassion in health and social care' Panel presented at Create Act Change International Digital Storytelling Conference in Ankara, Turkey in May, 2013.

Hill, A., Alexandra, D. and Hardy, P. (2013) 'First, do no harm: ethical challenges in digital storytelling'. A panel discussion presented at Create Act Change International Digital Storytelling Conference in Ankara, Turkey in May, 2013.

Hardy, P. and Sumner, T. (2012) 'Dangling conversations: stories of dementia'. Invited keynote presented at Meeting with Memories conference in Oslo, Norway. December 2012.

Hardy, P. (2012) 'Using stories: making the big picture personal' Invited keynote delivered online via video to Alberta Health Services. November 2012

Hardy, P. (2012) 'Involving patients, educating clinicians and transforming healthcare through digital storytelling'. Presented at NET 2012. Cambridge UK.

Hardy, P. and Jaynes, C. (2012) 'Going around and around and around.... The never-ending search for quality and safety in healthcare'. Poster presented at NET 2012. Cambridge UK

Hardy, P., Haigh, C., Jaynes, C., Kenny, A. and Stenhouse, R. (2012) 'Hearing Voices: creating and using digital stories of mental health to promote dignity, humanity and compassion in healthcare and healthcare education'. Symposium presented at NET 2012, Cambridge, UK.

Hardy, P. (2012) 'Listening to Patient Voices: Humanising Healthcare. Invited presentation at 'A Patient-Centred Approach: providing personalised care and delivering value' London, UK. July 2012.

Hardy, P. (2012) 'Interprofessional learning from Patient Voices. Invited keynote at CAIPE AGM. London, England. July 2012.

Hardy, P. and Sumner, T. (2012) 'Digital storytelling in healthcare education'. Invited presentation at Higher Education Academy



Health Sciences Conference. Nottingham, UK
May 2012

Hardy, P. and Price, J. (2012) 'Doctors and patients talking: a new perspective on communication in the clinical consultation'. Workshop presented at ASME conference. York, UK March, 2012.

Hardy, P. and Sumner, T. (2012) 'Involving patients, educating clinicians and transforming healthcare'. Presentation at NHS Employers' Equality and Diversity Partnership event. Leeds, January 2012; also delivered at Equality Delivery System Workshop in Barnsley, January 2012.

Hardy, P. (2011) 'Transforming healthcare through Effective, Affective and Reflective digital stories' Keynote presented at New Territories West Cluster Quality Conference. Tuen Mun Hospital, Hong Kong, December 2011.

Hardy, P. and Sumner, T. (2011) 'Involving patients; educating clinicians; transforming healthcare'. Workshop presented at London Deanery Education Excellence Conference. London, UK, December 2011.

Hardy, P. and Sumner, T. (2011) 'Involving patients, educating clinicians and transforming healthcare'. Invited workshop at Educating for PPI conference, London Southbank University, October 2011.

Hardy, P. (2011) 'Hearing Patient Voices: healing and recovery through digital storytelling'. Virtual presentation at Global Mental Health Summit. Capetown, South Africa, October, 2012.

Hardy, P. (2011) 'Engaging patients, educating practitioners and transforming healthcare through reflective digital storytelling'. Keynote delivered at Culture Shock Conference, Newcastle, UK, September 2011.

Hardy, P. (2011) 'Patient Voices: Transforming healthcare through digital storytelling'. Keynote delivered at 'Create – Share – Listen' International Digital Storytelling Conference in Lillehammer, Norway, February 2011.

Also presented as a keynote at DS6 International Digital Storytelling Festival in Aberystwyth, Wales in June, 2011.

Hardy, P. (2010) 'Hearing Patient Voices: healing and recovery through digital storytelling' Presented at Royal College of Psychiatrists' Conference in Edinburgh, June 2010; also at Birmingham University National Centre for Mental Health in December 2010.

Hardy, P. (2010) 'Patient Voices: storytelling as reflection' Invited presentation to Effective Patient and Community Representative Programme in London, UK in December, 2010.

Hardy, P., Kenny, A., Jaynes, C., Kidd, S. and Kidd, T. (2010) 'Digital storytelling: an innovative approach to shared learning'. Abstract accepted for presentation at the GANES conference in Washington DC, December 2010.

Hardy, P. and Sumner, T. (2010) 'Reflection and e-flection: using digital storytelling to promote deep reflection'. Invited presentation at Aurion Learning Masterclass in Learning Technologies in Belfast, September 2010 and in Dublin, Eire in June, 2011.

Stacey, G. and Hardy, P. (2010) 'A workshop exploring the potential uses of digital stories within interprofessional learning' Abstract accepted for a workshop at the Centre for Interprofessional Education and Learning conference, University of Nottingham, UK in July 2010.

Sumner, T. and Hardy, P. (2010) 'Reflection and e-flection: a model for new technologies?' Presented at the International Reflective Practice Conference in Bedford, June 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 in Newcastle, May, 2010

Hardy, P., Sumner, T. and Jaynes, C. (2010) 'The Nurse, the Nerd and the Narrator: creating and using Patient Voices reflective digital stories. Invited presentation at Out of the Box conference in Birmingham, June 2010.

Hardy, P. and Sumner, T. (2010) 'Hearing the person: promoting advocacy and patient-



centredness through digital stories'. Invited presentation at London Deanery masterclass in August, 2010.

Hardy, P. and Jaynes, C. (2010) 'Ways of Knowing, Ways of Being: Cultivating Holistic Intelligence and Authentic Presence through Digital Storytelling' Accepted for presentation at the International Reflective Practice conference in Bedford, June 2010

Hardy, P. and Sumner, T. (2010) 'Changing the angle of reflection: digital storytelling and transformation' Accepted for presentation at the International Reflective Practice conference in Bedford, June 2010

Jaynes, C. and Hardy, P. (2010) 'Cultivating Holistic Intelligence and Authentic Presence through Digital Storytelling' Presented as a core paper at NET2010 conference in Cambridge, September 2010

Jaynes, C., Hardy, P. and Sumner, T. (2010) Reflection and e-flection: using digital storytelling to promote deep reflection' Presented as a theme paper at NET2010 conference in Cambridge, September 2010

Hardy, P. (2010) 'Hearing Patient Voices: healing and recovery through reflective digital storytelling' invited abstract accepted for presentation at Royal College of Psychiatrists Annual Conference in Edinburgh, June 2010. Also presented at University of Birmingham National Centre for Mental Health in December 2010.

Hardy, P. and Sumner, T. (2010) 'Patient Voices: Involving patients, educating clinicians, affecting policy'. Presented at Patient Involvement and Empowerment conference, London UK in May 2010.

Stacey, G. and Hardy, P. (2010) 'Addressing the Shock of Reality for Newly Qualified Mental Health Nurses through Digital Story Telling'. Presented at Living and Learning, Learning and Teaching: mental health in higher education conference in Lancaster, March 2010

Hardy, P. and Jaynes, C. (2010) 'Patient Voices: the essential story'. Invited seminar for Narrative Research Group at Melbourne University's Department of General Practice, Melbourne, Australia in April 2010.

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

Hardy, P. (2009) 'Digital storytelling: the essential experience' Invited presentation at Coventry University Technology Centre, UK in January 2009

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 in November 2009

Hardy, P. (2009) 'The healing power of (digital) storytelling' invited presentation to psychotherapy masters students at University of East London, UK, January 2009

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, June 2009

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 in June 2009

Stacey, G., Hardy, P. and Baldwin, V. (2009) 'Minimising the shock of reality through digital storytelling' Presented at NETNEP conference in Sydney, Australia, April, 2010

Hardy, P. and Ombler-Spain, S. (2009) 'See, hear! Designing patient-shaped healthcare' invited keynote at Patient and Public Involvement in Out of Hours and Urgent Care conference, Birmingham, UK, October 2009

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 conference, Cambridge, 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 in March 2009

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, Canada

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

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 in February 2008

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

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

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

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 in September 2007

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 in September 2008

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 in November 2008

Hardy, P. and Sumner, T. (2008) 'Hearing and sharing women's stories' Invited workshop for midwives, City and Hackney PCT, London, UK in November 2008

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 in November 2008

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

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 in November 2008

Stanton, P. and Hardy, P. (2008) 'Creativity in healthcare' invited workshop and accompanying workbook presented at Nurse Education Tomorrow (NET) conference in Cambridge, UK, Sept 2008

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 in November 2007

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

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, UK



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

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

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

Hardy, P. (2006) 'Patient Voices: The essential story (a brief history of digital

storytelling in healthcare)' Presented at *All Together Better Health III* conference in London, UK

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

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

Open, distance and e-learning projects

*I project-managed all these projects. * indicates those projects to which I also made a substantial written, editorial or educational design contribution*

Anglia Ruskin 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)

Department of Health

Making a difference: engaging clinicians in primary care trusts

National Clinical Governance Support Team

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

National Health Service Training Directorate

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

Royal College of Midwives

*Transition to Parenting**

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)

Royal College of Nursing

*Dynamic Documentation (online course) **

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

Solihull Health Authority

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

*The Solihull Approach Parenting Pack**

UK Health Education Partnership

*Clinical Governance Matters (online course) **

*Clinical Governance Works (online courses) **

NHS Executive and Anglia and Oxford Health Authority

*Evidence-based Health Care **

Restricted Growth Association

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

University of Sunderland

*Effective Learning Skills Programme**

*Effective e-learning **

*Anti-oppressive practice **

Micro-computing Skills Programme

*Research Methods (School of Health Sciences)**

*Regional Issues in Social Geography**

Open College

*The Carers and The Carers NVQ version**

The ACCA project – Law for Accountants



CV Addendum 2: References

The following people are happy to be approached for references:

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