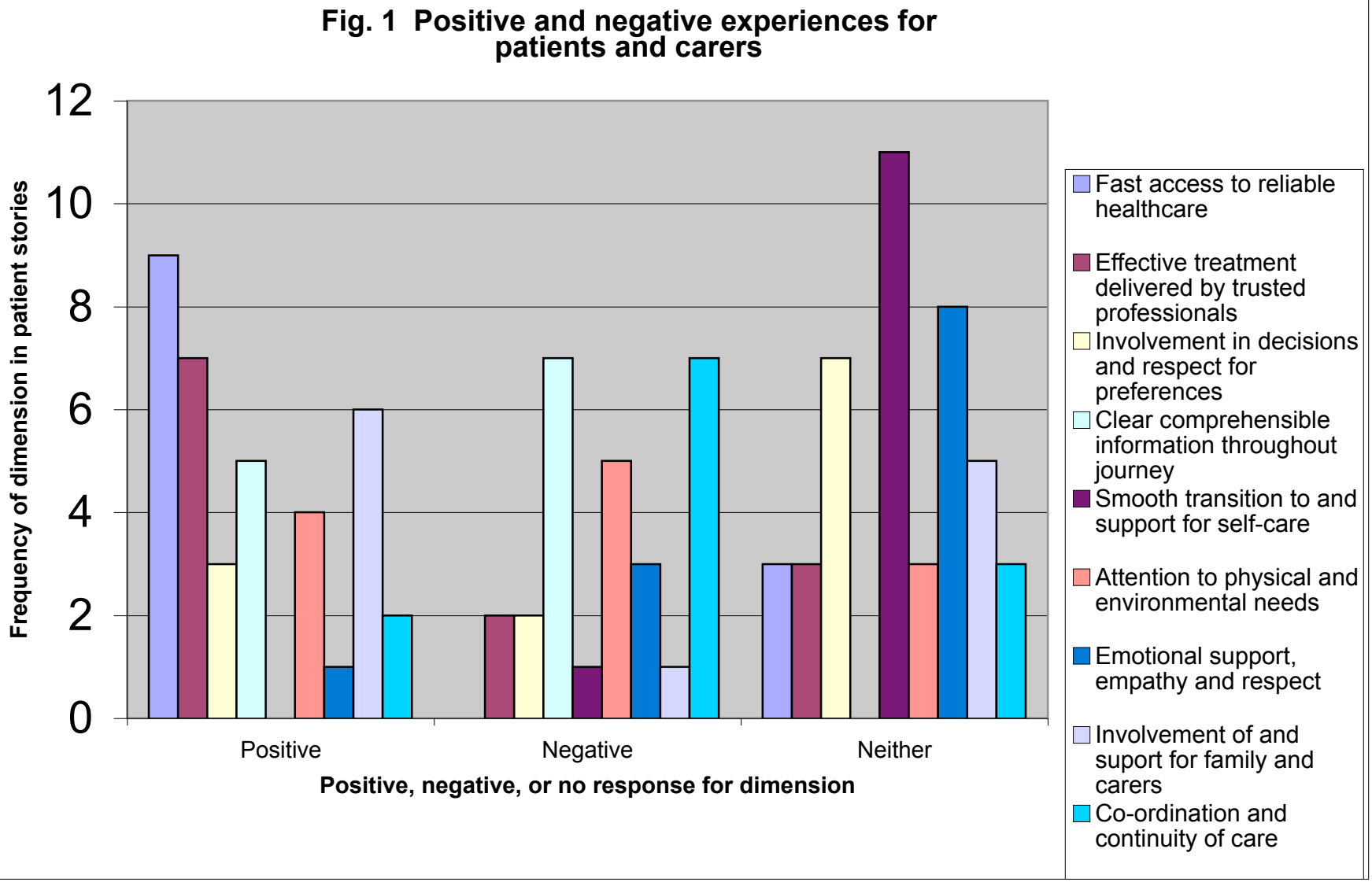
Fig. 1 Positive and negative experiences for patients and carers
Frequency of dimension in patient stories
12
10
8
6
4
2
0
Positive
Negative
Neither
Positive, negative, or no response for dimension
Fast access to reliable healthcare
Effective treatment delivered by trusted professionals
Involvement in decisions and respect for preferences
Clear comprehensible information throughout journey
Smooth transition to and support for self-care
Attention to physical and environmental needs
Emotional support, empathy and respect
Involvement of and suport for family and carers
Co-ordination and continuity of care