



From carer to recipient: nurses' experiences of being a health care consumer

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Disclosure

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Aims of the Project

Identify the lived experience of being a recipient of care

Explore the role of the nurse and whether this has changed through personal experience

Explore nurses' understanding of caring and any distinction between nursing care and caring

Explore what qualities are important in nurses and health professionals



Research Design

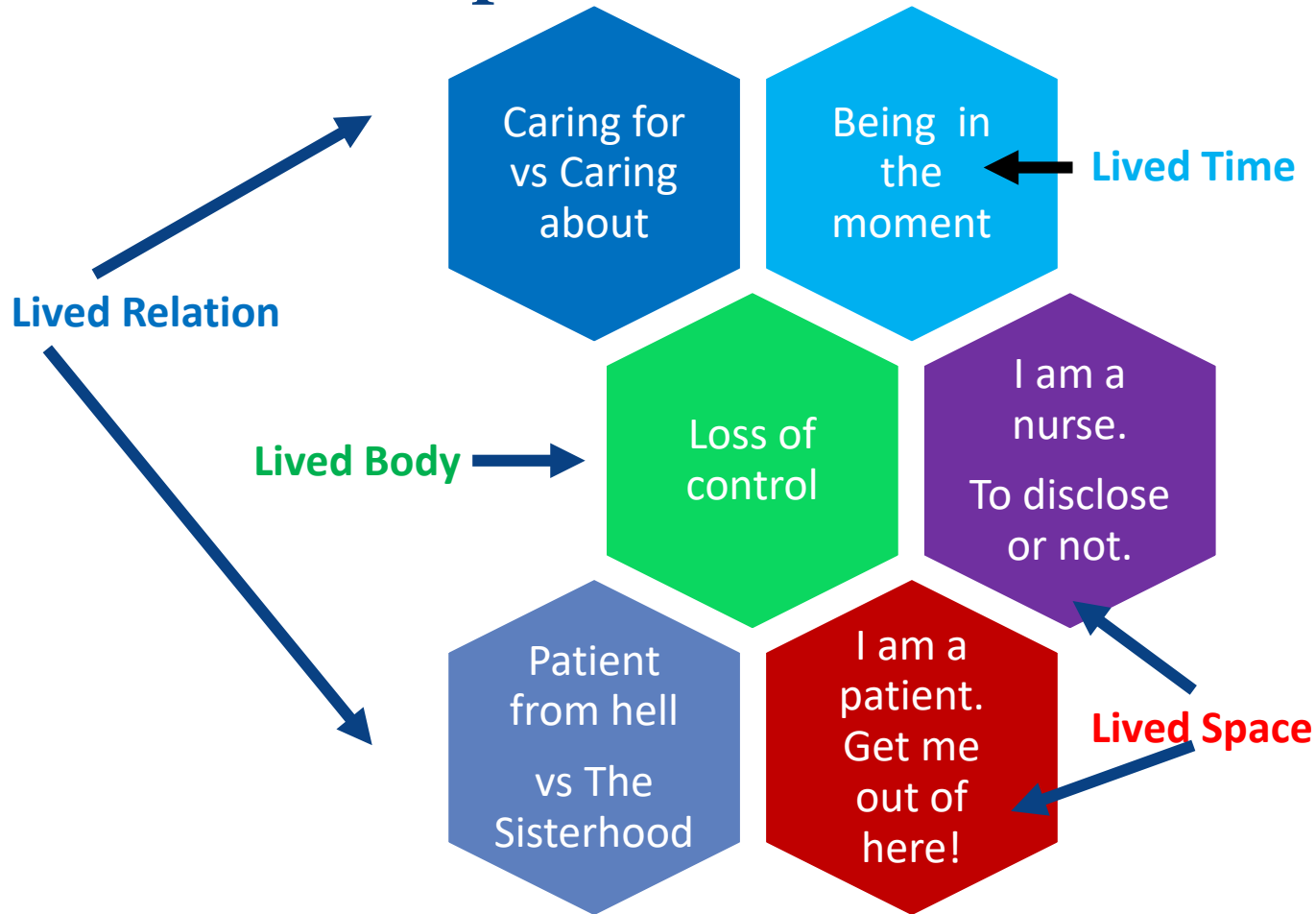
Phenomenology – van Manen (1997)

Individual audio recorded interviews
($n=14$)

Reflective space – interview transcripts
sent to participants

2nd interview about 6 months after 1st
interview ($n=13$)

The Lived Experience





The List – a poem

Do they ever see me?
I'm in pain
A steady footstep stops by the door
The door opens
Her voice is quick and brisk
Is she listening to me?
Charts, more charts....and charts
She seems to only want to tick of her list
The task is done
The machine has been checked
The meds given
But what about me?
Her footsteps retreat
Is this what care is now?
List, tick, list, check.





So you're a nurse! A poem

We don't need to tell you anything
This is your speciality
But I'm not the nurse
I'm the patient now
Why didn't you ask me

We can practice on you
you're the nurse
Here's some more students
You know all this anyway

But I'm sick, it's happening to me
It's different
Does it really matter that I'm a nurse



Just Bed # 22 - a poem

I'm doing what is expected
I'm doing what you can see, what can be recorded
I given you your towels
You can shower yourself – what's a drain tube or two
Don't bother me and ask for anything.
I'm on automatic, rush, rush, rush there's so much to do
Bed # 22 is just so difficult
You want a shower now – but it's only 5.00am!
Your dentures cleaned, a shave
Didn't you know 3-day growth is the fashion.



Personal photo of JWN

The essence of compassion - being in the moment – a poem

They just took the time to be with me,
Enveloped in reassurance and care,
One young lady offered to shave my legs for me
Recognising how I feel
Empathising with me “Shit, what - wow, you poor thing”
Listening and being present,
Flexible in meeting my care needs,
Acknowledging my reluctance to ring for help
Chatting to me





The essence of compassion - being in the moment – (poem continued)

I'm not just a task-orientated blood pressure,
Understanding that I need something stronger for pain instead,
not waiting for me to ask;
Knowing my dignity would take a beating if someone I knew
needed to catheterise me,
Being kind, actually caring,
Tiny acts that may insignificant but should never be
underestimated.



Person centred care

- The art of 'being with' a person without the need to be 'doing to' the person (Benner, 1984)
- Engaging authentically, being sympathetically present
- Mutuality (McCormack & McCance, 2017)



Questions



Image: presenter media – jmnewton
personal account

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