



Small actions, big impact

Supporting Workbook





Notice what others miss

Insight one





“You just never know what’s going to come out and what’s going to happen. I always like to be prepared.”

“I just happened to notice Olivia was directing somebody... so I said, ‘Why don’t you follow me?’”



Much of patient experience isn’t about clinical intervention. It’s about what happens in the in-between moments. Noticing when someone is lost, unsure, or distressed is often the difference between a neutral and a positive experience.



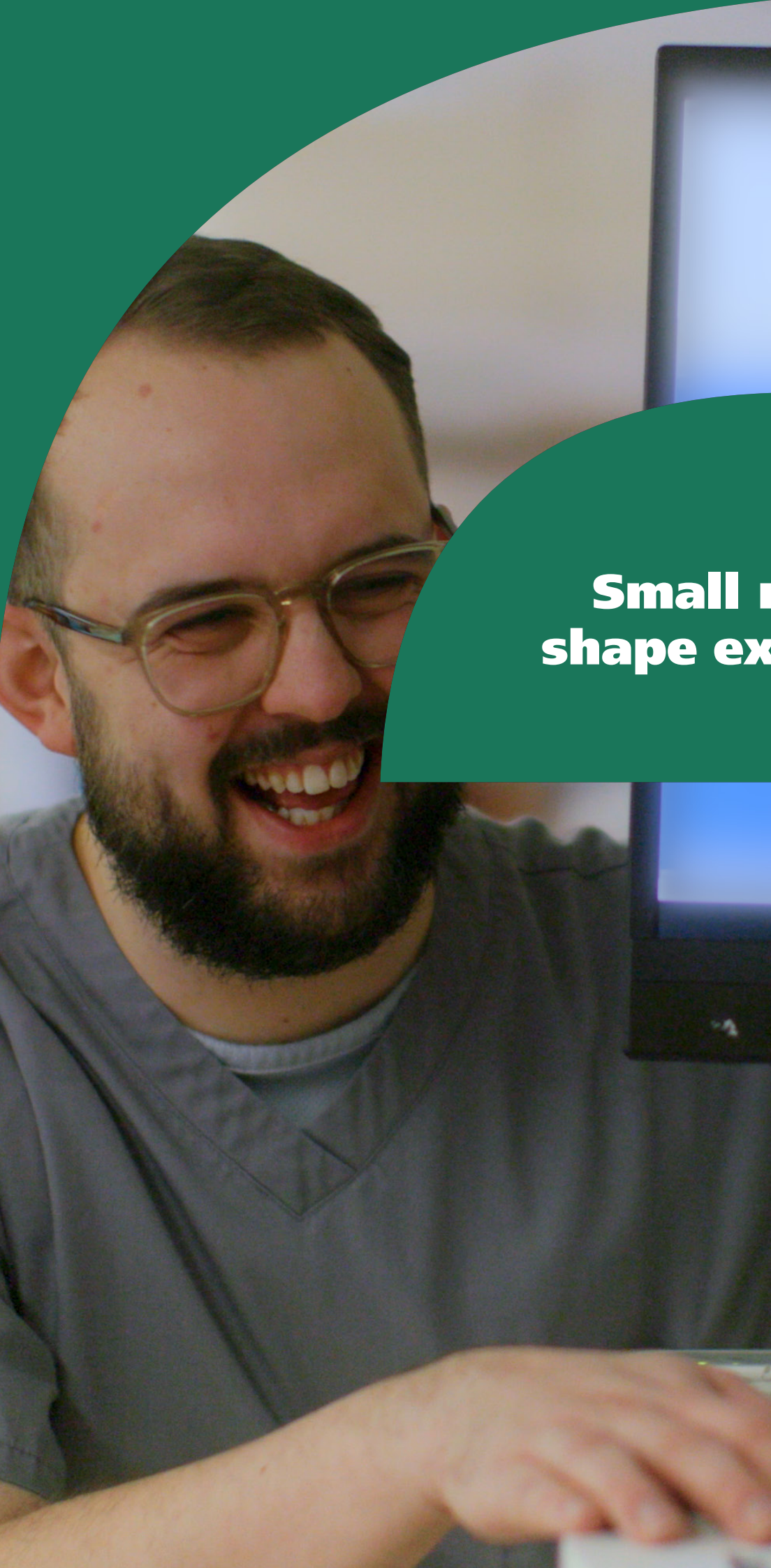
Try this in practice

- As you move through the hospital, actively scan for people who look unsure or hesitant
- If you notice someone struggling, step in rather than assuming someone else will
- Treat small interactions as part of the job, not an interruption to it



Quick reflection

What did you walk past today that you could have stepped into?



Small moments shape experience

Insight two





“I gave them a big smile, big hug and said, brilliant, you’re going home... the patient loved it.”

“For that one person, it might be that really huge difference of their day.”



Patients don’t just remember outcomes, they remember how they felt. A short interaction, a bit of humour, or a moment of warmth can stay with someone long after the clinical care is complete.



Try this in practice

- Use simple human gestures, a smile, humour, or encouragement
- Mark positive moments, like discharge, so they feel like milestones
- Don’t underestimate the impact of brief interactions



Quick reflection

What is one small moment today that someone might remember?



Every patient is a fresh start

Insight three





“You might have just been to a cardiac arrest... and you must go into that patient and pretend that person is the first person you’ve seen that day.”



Your previous experience, however intense, shouldn’t shape the next patient’s care. Each interaction needs the same level of attention and presence, regardless of what came before.



Try this in practice

- Before entering your next patient interaction, pause briefly and reset
- Focus on the person in front of you, not what just happened
- Keep your tone and energy consistent, even on difficult days



Quick reflection

Are you carrying anything from one interaction into the next?



Treat the person, not just the problem

Insight four





“Yes, you’ve fixed their broken arm... but if they weren’t treated like a human, they will hold on to that experience.”

“I’m Ben, I’m here to help.”



Clinical care alone isn’t enough. Patients form lasting impressions based on how they are treated as people. Personal connection builds trust, which directly affects how care is experienced.



Try this in practice

- Introduce yourself clearly and set a personal tone early
- Explain what you’re doing and why, in plain language
- Take a moment to ask something about them beyond their condition



Quick reflection

Would this interaction feel different if you were the patient?



Be human, not just professional

Insight five





“Talk about where I live... dogs, pets is a big thing.”

“Be who you are. Just be your natural self.”



Professionalism doesn't mean distance. Being approachable and human helps build rapport quickly, especially in stressful situations. Patients are more likely to trust someone they feel they can relate to.



Try this in practice

- Share small, appropriate details about yourself to build connection
- Pay attention to body language, stay open and engaged
- Adjust your tone to meet the person where they are
- Recognise expertise openly so confidence keeps building



Quick reflection

How approachable do you feel to someone meeting you for the first time?

■ If you try one thing

Look up more.

Notice more.

Say hello more.

For one person today, that could change everything.

