

I am an outpatient

I am out, but not to you because you don't ask

I am asking questions because you don't explain

I am listening to you explain why you're running late

I am two minutes late and fretting that you won't see me

I am not seen by you, only shoved into boxes

I am not able to fit into boxes – any of them

I am anyone – sometimes a new persona from the wrong file
on your desk

I am sat on one side of the desk and you on the other

I am other. You are us. I am them

I am they/them, but that's not what you understand from this

I am not understood because I am not listened to

I am not listened to because there's no time

I am out of time before I've begun

Out, patient!

Zo Copeland

I am an outpatient

I am sitting and waiting and looking around

I am waiting in anticipation

who will be next

I am sure I was here first

I am going to read a magazine

that will help me feel relaxed.

I am hoping it's me next

I've been here long enough now

I am hearing my name

now it's time for me.

I am anxious

who will I see

what will they be like

I am walking down the corridor following the nurse

I am walking past all the closed doors

who is behind those doors

I am in a room

it's bare and scary

I can't see out of the window

I am feeling anxious

my heart is racing

I am hearing footsteps and voices

are they coming my way

I am waiting for the door to open

who will I see

I am hoping it's a woman

to my love, my dear NHS

You have been there every day of my life
Your love is without limits of judgements

You were there for the birth of my daughter and
the death of my father

To my love, my dear NHS

You have saved the lives of my daughter and partner

Your love is like no other and I am hopelessly

You were there for the birth of my daughter
and the death of my father

You have saved the lives of my daughter
and partner

But something has changed, you have started
Your love is like no other, and I am hopelessly
behaving differently
dependent on you.

We don't meet up like we used to, you prefer to

But something has changed, you have started
behaving differently

I know you're busy.
We don't meet up like we used to, you prefer to
catch up on the phone.

I know you're busy. Friends have told me the amazing things you have
done but also that you have let them down too.

Friends have told me the amazing things you have
done but also that you have let them down too.

I want to ask, "my love, are you OK?"

but I am also questioning whether I can trust
whether I can trust you

Because without trust we are nothing.

My heart is in your hands.

My heart is in your hands.

Rachael

I wish

I wish to be seen and heard:

I wish to shout from the highest mountain that I am here

I am strong, I am beautiful, I survived

and will continue to do so

no matter how much you try

to beat me down

with your rules and regulations

Christine



Outpatient Navigation

I asked about waiting times for a CT scan.

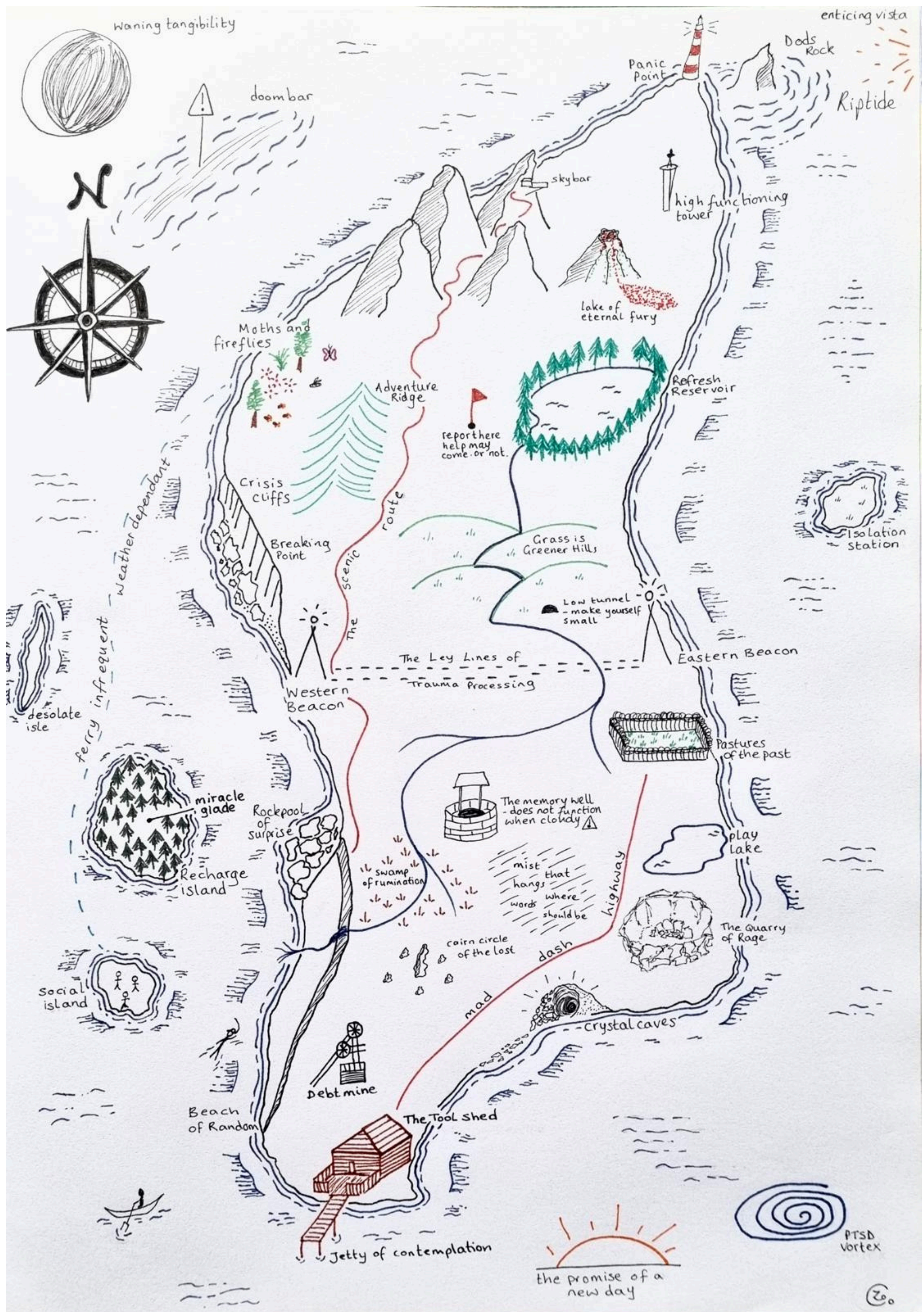
I was told...

"How long is a piece of string?"

I have learned to navigate the complexities
of various services to prevent undue

anxiety

Isle of Life



Listen to recordings of Zo Copeland's pieces from this project and hear about their map using the QR code.



billy

auxilium

I am sick.

I have suffered.

I need you to hear my pain.

I need hope.

I have tried to overcome this.

I have waited for things to improve

I am vulnerable.

I am not of strong body but hopefully you can help me to improve.

I am here with hope.

I will treat you patiently and with respect whether staff, nurse or doctor.

You can listen to me.

You can examine me.

You can ask me questions.

You can promise to be in my healthcare team – an ongoing relationship.

You can treat me as if I were a member of your family.

You can inform me, offer me choices all the while mindful not to do me any harm be that physical or psychological.

That is the guiding principle of healthcare ‘primum non nocere’.

Walk in my shoes.

primum non nocere

firstly do no harm will be my guiding star.

starlight will illuminate my students, my colleagues, my patients.

I will try to do my best for you.

I will listen to your words and your silences.

I know that listening is the first step towards healing.

I will refrain from judgement and negative opinion which will cause harm.

primum non nocere.

I will employ my skills and my knowledge and offer you the best possible options.

I will not generalise on gender, age or similar.

I will treat you as the equal that you are.

I will be compassionate as I work with you.

I will be honest and direct when you ask challenging questions for which I may not have an answer.

I will help you if I can.

I will listen to your silences.

I promise to do you no harm.

invitationem

This is an invitation to add,
subtract, alter, rewrite your
personal medical ‘pactum’ to serve
as an agreement between practitioner
and patient

In reimagining we get closer to how
things could and should be in the
future