



Case Study 1: Jordan

Age: 17

Background: Jordan grew up in a deprived area and was involved in gang activity from a young age. He's recently left the gang after a violent incident and now lives with his nan.

Situation: Jordan is struggling with anxiety, flashbacks, and anger issues. He has been referred to a youth mental health service but finds it hard to trust professionals.

Service: CAMHS (Child and Adolescent Mental Health Services) and youth outreach worker

Your Task:

How can NHS values like compassion, respect and dignity, and working together for patients help Jordan feel safe and supported?

Mind map your ideas!

NHS Values Reminder:

Working together for patients	Compassion
Respect and dignity	Improving lives
Commitment to quality of care	Everyone counts



Case Study 2: Priya

Age: 15

Background: Priya lives in a council flat with her mum, who has multiple sclerosis. She helps her mum wash, eat, and manage appointments.

Situation: Her school referred her to social services after noticing she's tired and missing homework.

Service: Family social worker and young carers' support group

Your Task:

Which NHS values are most important when working together for patients like Priya and her mum? How can staff show commitment to quality of care?

Mind map your ideas!

NHS Values Reminder:

Working together for patients	Compassion
Respect and dignity	Improving lives
Commitment to quality of care	Everyone counts



Case Study 3: Alex

Age: 19

Background: Alex is transgender (he/him) and recently came out to his parents. He's now accessing support through the local gender identity clinic.

Situation: Alex has faced bullying and feels anxious in waiting rooms when staff misgender him.

Service: Gender identity and counselling services

Your Task:

How should healthcare staff show respect and dignity, ensure everyone counts, and improve Alex's experiences?

Mind map your ideas!

NHS Values Reminder:

Working together for patients	Compassion
Respect and dignity	Improving lives
Commitment to quality of care	Everyone counts



Case Study 4: Nana Ama

Age: 78

Background: Nana Ama moved from Ghana to the UK in the 1960s. She lives with her daughter and attends church every week.

Situation: She has diabetes and early dementia. She struggles to understand her care plan as it's not translated into her language (Twi).

Service: Community nursing and memory clinic

Your Task:

How could the team demonstrate working together for patients, improving lives, and being committed to quality of care whilst caring for Nana Ama?

Mind map your ideas!

NHS Values Reminder:

Working together for patients	Compassion
Respect and dignity	Improving lives
Commitment to quality of care	Everyone counts



Case Study 5: Kev

Age: 34

Background: Kev has been sleeping rough for several years. He lost his job and home after struggling with addiction. He now wants help after collapsing from a chest infection.

Situation: Kev has been taken to hospital, scared and embarrassed. He doesn't trust professionals, has no GP, and hasn't seen a dentist in years.

Service: A&E, hospital outreach team, homeless support nurse

Your Task:

How can NHS staff use everyone counts, improving lives, and commitment to quality of care when working with someone like Kev?

Mind map your ideas!

NHS Values Reminder:

Working together for patients	Compassion
Respect and dignity	Improving lives
Commitment to quality of care	Everyone counts



Case Study 6: Fatima

Age: 27

Background: Fatima is expecting her second baby. She wears a hijab and prefers female staff. She's anxious about being induced after a difficult first labour.

Situation: She's in hospital and feels her religious needs are being overlooked during examinations.

Service: NHS maternity ward and midwifery services

Your Task:

How can staff uphold respect and dignity, working together for patients, and improving lives in Fatima's care?

Mind map your ideas!

NHS Values Reminder:

Working together for patients	Compassion
Respect and dignity	Improving lives
Commitment to quality of care	Everyone counts