

# Journey Map

Name: Ali  
Age: 37



Gender:  
Male

Profession:  
Primary School  
Teacher

Traumatic History:  
Childhood physical  
and verbal abuse

General  
Information:  
Ali enjoys watching movies with his husband, and spending time with their cats. When he was young, he was often subjected to physical and verbal abuse by his parents, and often has a hard time trusting people in authority. When triggered, he tends to become hypo-aroused, becoming very quiet and seeming absent.



TIMELINE

Entering Service



At the Counter



Meeting Professional



Receiving Medication /  
Giving Prescription



Leaving Service

COGNITIVE

EMOTIONAL

PHYSIOLOGICAL

Ali comes into pharmacy and sees a queue. He waits for 5 minutes before he is seen.

Ali comes to the counter. After being told to come back, he leaves.

Ali comes back, and meets the pharmacist. Pharmacist confirms name and address, and gives him his medication in the consultation room.

In the consultation room, the pharmacist doesn't make much eye contact, speaks for 5 minutes and tells Ali to make contact if he needs anything. Ali pays for his prescription. The pharmacist begins preparing prescriptions.

Ali leaves the pharmacy.

PHYSICAL

Ali is asked questions about his prescription - is this for yourself, date of birth, contact number. He is told to come back in 15-20 minutes when the prescription will be ready.

Pharmacist asks the counter assistant to show Ali to the consultation room. The pharmacist will bring the prescription in a minute.

Pharmacist goes through dosage, best practice when taking meds, side effects, and safety netting by talking at Ali.

VERBAL


ALI

PHARMACIST

# Journey Map

Name: Aoife

Age: 34








Gender:  
Female

Profession:  
Insurance Sales  
Agent

Traumatic History:  
Chronic fatigue and  
Intimate partner  
violence

General Information:  
Aoife enjoys cooking but finds that she often does not have the energy to cook after work due to her chronic fatigue. She often uses an electric wheelchair because of her chronic fatigue, as it enables her to move without tiring herself out, but some days she manages without a mobility aid or with a cane. She was a victim of intimate partner violence for a few years and was recently able to leave her abusive partner. She tends to become hyper-aroused when triggered, becoming agitated and flustered.

TIMELINE					
					
	Entering Service	At the Counter	Meeting Professional	Receiving Medication / Giving Prescription	Leaving Service
COGNITIVE					
EMOTIONAL					
PHYSIOLOGICAL					
PHYSICAL	Aoife comes into the pharmacy. She waits for 5 minutes before she is seen.	Aoife comes to the counter. After being told to come back, she waits in the pharmacy as she has mobility issues.	Aoife waits in the pharmacy, and then meets the pharmacist. Pharmacist confirms name and address, and gives her her medication in the consultation room.	In the consultation room, the pharmacist doesn't make much eye contact, speaks for 5 minutes and tells Aoife to make contact if she needs anything.	Aoife leaves the pharmacy.
VERBAL	Aoife is asked questions about her prescription - is this for yourself, date of birth, contact number. She is told to come back in 15-20 minutes when the prescription will be ready.		Pharmacist asks the counter assistant to show Aoife to the consultation room. The pharmacist will bring the prescription in a minute.	Pharmacist goes through dosage, best practice when taking meds, side effects, and safety netting by talking at Aoife. Aoife begins to ask questions about the medication, but the pharmacist says that she has explained everything and moves her on.	
AOIFE					
PHARMACIST					

**Name:** Ali  
**Age:** 37



**General Information:** Ali enjoys watching movies with his husband, and spending time with their cats. When he was young, he was often subjected to physical and verbal abuse by his parents, and often has a hard time trusting people in authority. When triggered, he tends to become hypo-aroused, becoming very quiet and seeming absent.



## Leaving Service


## DENTIST

Dentist talks through the procedure with Ali and makes light conversation. Ali does not say anything, and just seems to lie there.

# Journey Map

Name: Aoife

Age: 34








Gender:  
Female


Profession:  
Insurance Sales Agent

Traumatic History:  
Chronic fatigue and Intimate partner violence

General Information:  
Aoife enjoys cooking but finds that she often does not have the energy to cook after work due to her chronic fatigue. She often uses an electric wheelchair because of her chronic fatigue, as it enables her to move without tiring herself out, but some days she manages without a mobility aid or with a cane. She was a victim of intimate partner violence for a few years and was recently able to leave her abusive partner. She tends to become hyper-aroused when triggered, becoming agitated and flustered.

TIMELINE					
					
Entering Service		Examination Room		Receiving Treatment	
					
Waiting Room		Leaving Service			
COGNITIVE					
EMOTIONAL					
PHYSIOLOGICAL					
PHYSICAL		Aoife comes into the waiting room and speaks with the receptionist. As time draws nearer to her appointment, she seems to look at the exit more frequently.		Aoife has left her cane in her hand, and does not let go of it. She comes into the examination room and greets the dentist.	
VERBAL		Aoife does not allow the dentist to look at her teeth; she gags when asked to keep her mouth open, and her tongue covers her teeth.		Aoife speaks to the receptionist after her check-up, but leaves before she reschedules another appointment.	
AOIFE		Aoife says that her last appointment was with a different dentist, and that they hurt her while giving her a filling.		The dentist attempts to reassure Aoife. Aoife cannot articulate why she is gagging or covering her teeth.	
DENTIST					

# Journey Map

Name: Ali  
Age: 37

Gender:  
Male

Profession:  
Primary School Teacher

Traumatic History:  
Childhood physical and verbal abuse

General Information:  
Ali enjoys watching movies with his husband, and spending time with their cats. When he was young, he was often subjected to physical and verbal abuse by his parents, and often has a hard time trusting people in authority. When triggered, he tends to become hypo-aroused, becoming very quiet and seeming absent.



**Profession:**  
Primary School  
Teacher

**General Information:** Ali enjoys watching movies with his husband, and spending time with their cats. When he was young, he was often subjected to physical and verbal abuse by his parents, and often has a hard time trusting people in authority. When triggered, he tends to become hypo-aroused, becoming very quiet and seeming absent.



## Leaving Service


SLT

SLT explains that the session is over, and talks with Ali about setting up the next session.



# Journey Map

Name: Ann  
Age: 74









**Gender:**  
Female

**Profession:**  
Retired Geneticist

**Traumatic History:**  
Left-hemisphere stroke and domestic violence

**General Information:**  
Ann sustained a left-hemisphere stroke 8 weeks ago. She has difficulties with comprehension and has only a single word output, but is a proficient gesture user. She has a long experience of domestic violence, and is currently experiencing it. When triggered, she tends to become hypo-aroused, becoming numb and seeming spaced out.

TIMELINE						
						
	Entering the Practice	Waiting Room	Meeting Professional	Assessment	End of Assessment	Leaving Service
COGNITIVE						
EMOTIONAL						
PHYSIOLOGICAL						
PHYSICAL	In an ambulance, from acute to rehab. Arriving on a busy rehab ward in a wheelchair pushed by a porter.	Ann waits at the nurses' station in her wheelchair. After 15 minutes, she's shown to her private room.	SLT knocks and enters room. Goes over to Ann, introduces herself, writing her name & profession on a piece of paper.	The SLT pulls out a large yellow book filled with pictures (no explanation). She moves the hospital table in front of Ann, confining her to the corner, and clearing the table. After a few attempts, the SLT clears the table again, takes out a tub of yoghurt and a cup from her bag and puts on gloves. Having felt her laryngeal elevation, she moves to give her a spoon of yoghurt.		SLT leaves the room with Ann still at the empty table.
VERBAL	Ann tries to vocalise and gesture, as if asking where she is going to the ambulance staff.		SLT notices personal object (colourful hand-knitted scarf) and comments on it. Ann gestures excitedly with her left hand, imitating knitting.	SLT asks Ann to name the first picture. Ann struggles, gesturing that nothing's coming. SLT moves on to subsequent pictures. SLT says "Now I'm going to check your swallowing". Tells Ann to take a sip of water and feels her laryngeal elevation.		SLT explains that the session is over, says that she will be back again to do some therapy with you. SLT thanks Ann for her time.
	(Swallowing) SLT informs Ann that the session is over and informs her that she will need to eat softer food.					
ANN						
SLT						