Realisation of the resource potential of narrative and narrative collections via multi-perspective markup

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But PM doesn’t solve the problem either.

I had a very demented old boy in EMI unit a week or so back. CVA ?Fit (had before) ?Fall with head injuring unwitnessed in the night[.] Big black eye and abrasion – not sent to hospital.

Died as expected 4 days later

Reported to coroner as injury

PM = Bronchopneumonia

No mention of dementia which was what really killed him.
Progression of Narrative Models

Pre Grammar
- Schema
- e.g.
- Aristotle (350BC)
- Levi Strauss
- Bartlett

Grammar
- Phrase structure
- Transformational
- e.g.
- Pavel
- van Dijk
- Thorndyke

Post Grammar
- Network
- Feature
- e.g.
- Plot, Gist & Macrostructure
- Dual
- Point
- Reader
- Affect
- van Dijk
- Schank

Chatman
Labov
Wilensky

Barthes
Gabriel (2000)
Brewer & Lichtenstein

∥ = Literary
∥ = Cultural
□ = Cognitive
### 3 Level Narratological Model

<table>
<thead>
<tr>
<th>Relational</th>
<th>Story Relations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reader Relations</td>
<td>Do you regard this story as related to that story? If so how?</td>
</tr>
<tr>
<td>Can you as reader relate to this story? If so, how?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Discourse</th>
<th>Audience/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Narrator:</td>
<td></td>
</tr>
<tr>
<td>Identity of the voice</td>
<td></td>
</tr>
<tr>
<td>Stylistic properties</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Structure</th>
<th>Characters:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Point</td>
<td>Protagonist/s</td>
</tr>
<tr>
<td>Other Point/s</td>
<td>Antagonist/s</td>
</tr>
<tr>
<td>Salient Features</td>
<td>Other Character/s</td>
</tr>
</tbody>
</table>
I had a very demented old boy in EMI unit a week or so back. PVA? Pit (had before)? Fall with head injury—unwitnessed in the night. Big black eye and abrasion—not sent to hospital.

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(1) **Main Point**

A single sentence encapsulation of the primary issue, situation or plot.

Editor's suggested: **Main Point**—If you are in complete agreement, tick the box alongside...

PMs don't record the principle cause of death.

**Otherwise**, promote an **Other Point** by selecting from (2) below or enter your own (single sentence) **Main Point** or explain your difficulty in this...

PMs record the immediate cause of death, rather than the reason for the death.

(2) **Other Points**

Important but less salient

Editor's suggested: **Other Point**—If you are in complete agreement, tick the box alongside...

None

You may also or alternatively demote the editor's **Main Point** by selecting it from (1) above or enter your own (single sentence) **Other Point**.

Use the 'Add' button if you want to create more **Other Points**...

It may have been an non accidental injury or abuse.

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No mention of dementia which was what really killed him.

(3) Features Imagery, ideas and emotions etc. evoked or contained.

Editor's suggested Features - Tick the boxes alongside any that you agree with...

- bronchopneumonia [Agree]
- fire [Agree]
- fall [Agree]

You may also or alternatively enter your own (word or phrase) Feature by selecting from the centre list and/or typing in the left hand box.

Use the 'Add' button if you want to type in another Feature.

Your suggestion: injury vs killed him

Feature selection:
- fantasy
- fire
- hyperbole
- irony
- legend
- meiosis
- metaphor

Selections and suggestions:
as expected
big black eye
dementia
fall
fire
bronchopneumonia
But P.M. doesn’t solve the problem either.

I had a very demented old boy in EMU unit a week or so back. CVA? Fit (had before)? Fall with head injury unWitnessed in the night[]. Big black eye and abrasion - not sent to hospital.

Died as expected 4 days later

Reported to coroner as injury

PM - Bresnephronema

No mention of dementia which was what really killed him.

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**4-6) Story Characters and Traits**  Active and passive, central and peripheral, human and non-human.

Editor’s suggested  *Story Characters* - Tick the boxes alongside if you agree.

You may also or alternatively suggest your own  *Protagonist, Antagonist* and  *Other Character*  by selecting from the centre lists  and/or using your own words.

Use the ‘Add’ buttons if you want to create more  *Characters*  or  *Character Traits*  ...

<table>
<thead>
<tr>
<th>Protagonist (principle role)</th>
<th>Agree</th>
<th>Character selection</th>
<th>Your suggestion(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP</td>
<td>✓</td>
<td>Computer Operator</td>
<td>Relative/Friend</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Clinical Psychologist</td>
<td>GP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Counsellor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dietician</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Drugs Liaison</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Antagonist (opposing role)</th>
<th>Agree</th>
<th>Character selection</th>
<th>Your suggestion(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coroner</td>
<td>✓</td>
<td>Practice Pharmacist</td>
<td>Medical conventions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physiotherapist</td>
<td>Registry of Births, Deaths etc</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Podiatrist</td>
<td>Coroner</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Practice Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Receptionist</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Character (less central role)</th>
<th>Agree</th>
<th>Character selection</th>
<th>Your suggestion(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old boy</td>
<td>✓</td>
<td>School Nurse</td>
<td>Church</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Specialist Nurse</td>
<td>Neighbours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Diabetes Specialist Nurse</td>
<td>Psychiatric Nurse (CPN)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Respiratory Specialist Nurse</td>
<td>Old boy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Stoma Nurse</td>
<td></td>
</tr>
</tbody>
</table>
Injuring unwitnessed in the night[] Big black eye and abrasion - not sent to hospital.

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(7) Narrator or Narrating Aspect  Person or persons delivering the text e.g. character(s) or observer(s)

Editor's suggested Narrator - Tick the boxes alongside any that you agree with...

You may also or alternatively enter your own Narrator (selecting from the centre list if you wish).

Use 'Add' to suggest more Narrators or Narrating Aspects...

<table>
<thead>
<tr>
<th>Agree</th>
<th>Narrator Selection</th>
<th>Your suggestion(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>First-person</td>
<td>Beneficent campaigner GP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remove</td>
</tr>
</tbody>
</table>

(8) Audience  Potential recipient groups.

Editor's suggested Audience - Tick the box alongside if you agree...

You may also or alternatively enter your own Audience (selecting from the centre list if you wish). Use 'Add' to suggest more Audiences ...

<table>
<thead>
<tr>
<th>Agree</th>
<th>Audience Selection</th>
<th>Your suggestion(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>Occupational Therapists</td>
<td>Carers of people with dementia</td>
</tr>
<tr>
<td></td>
<td>Pharmacists</td>
<td>Remove</td>
</tr>
<tr>
<td></td>
<td>Community Pharmacists</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Practice Pharmacists</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Physiotherapists</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Podiatrists</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Practice Managers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Receptionists</td>
<td></td>
</tr>
</tbody>
</table>
Humour
Empathy
Puzzlement
Interest
Surprise
Anger
Disinterest

Brilliant stuff!
... Can't I comment on that?
NAMING KNOWLEDGE NARRATIVE REFLECTING ACTION

VALUES & BELIEFS EMBELLISHED DESCRIPTIVE MINIMAL TOPICAL MULTI-WAY CONTRASTING PERSONALISED GENRE

But PM doesn’t solve the problem either.

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(10) Related Story? Does this story complement the story above?

Technology is not a panacea.

[correspondent] said: But I was actually suggesting something that would solve your next problem...

Oh yes please [correspondent]

And also take into account that little rise in creatinine that we are keeping an eye on, and patient’s stable condition, etc.

Moving on......Then they will do away with us. The patient will come in, opening the door with their smart card. [T]hey gain access to the consulting room where they put their card in the slot, and line up relevant bits of their anatomy with the computer which draws blood etc (don’t dwell on the etc - it’s too much). And a drawer pops open with the medication, a print out of relevant advice, and the patient leaves.

Story Selection

Technology is not a panacea.

A full emergency kit is essential up here.

Bulk prescription wastes money.

I try to use my experience to make the best choices I can today.
Essential Usability Features:

> Enticement to tell stories
  “That’s so funny/sad! It reminds me of when …”

> Markup schema and tools having a natural and obvious feel
  “For me this story is about … I would like to add that …”

> Flexible querying provision
  “Show me stories told by Health Visitors with GPs in the audience”

> Single and multiple perspective views
  “Show me the view of this / these reader(s) of the story”

> Browsing provision
  “Allow me to browse the collection by title and by character”
“I can kind of relate to this because I’ve thought about how do we - this is a nice way of doing it actually … these hyperlinks and so on usually come from the author don’t they and [...] it’s the reader that matters; and even the choice of indexing terms, again it’s the reader that matters; but people are different…”.

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