



Name: Lucy

Age: 55

Population Segment: Working Lives

Summary

Lucy was diagnosed with ME in her early 20s, and has since been diagnosed with fibromyalgia, hypothyroidism, kidney disease, liver disease and PTSD.

Lucy is single and has no contact with her family. She finds managing her health and navigating the health system alone with no support almost impossible. She feels isolated.

Chronic pain and fatigue consume her daily life, leaving her unable to focus on anything. She has tried numerous medications, however, worries about reliance on them. Recently, she has been trying out mindfulness and meditation and exploring alternative therapies.

Lucy doesn't work due to her health, and struggles with a lack of purpose.

Connecting to people and finding purpose in life are important to Lucy. She finds support in her church community and women's group and sometimes does voluntary work with them - when her energy levels allow it.

Lucy actively seeks ways to improve her health and wellbeing, and tries to stay positive.

“ *You have to be able to access stuff yourself. If you don't have a family or partner it is very difficult. ... It feels like I've been left to rot.* **”**

Needs:

- Pain management strategies
- Social connection
- Purpose

Agency & capacity:

- Fatigue & unpredictable energy levels
- Brain fog
- No significant other or family support

Key problems:

- Navigating the health system alone
 - Long waiting lists, being left in the dark, for assessment and treatment
 - Misconceptions and lack of understanding of ME and fibromyalgia
 - Finding support to get back to work
-

Person & context

Age: 55

Gender: Female

Marital status: Single

Dependants: None

Ethnicity: White British

Religion: Christian

Socioeconomic status: C2/D/E

Housing: Rented

Self

Illness identity:
Lucys conditions are engulfing, they dominate her identity and daily life.

Values:
Social connections & community.
Purpose.

Stressors:
Unpredictable symptoms and energy levels make it difficult to make plans and have structure, which impacts her mental health.

Mindset:
😊 Tries to stay positive about the future.

Goals:
Manage chronic pain and fatigue, allowing her to work.

History

Lucy had a traumatic childhood. She has no contact with her family, and has spent most of her life alone.

Current Activities

Work: Doesn't work. Does voluntary work through church.

Leisure: Church, listening to music.

Key touchpoints:

- everyday:** hand warmers, compression gloves, mobile, mobility car
- health:** walker, medications, stick
- people & services:** OT, GP, benefits, maximisation team, social services
- places:** church, green spaces, life rooms, brain charity

Support

Category	Support Level
Spirituality	high (+) positive
Family & significant other(s)	none
Friends & work	low (+) positive
Community	med (+) positive
Health & care system	low (+) positive

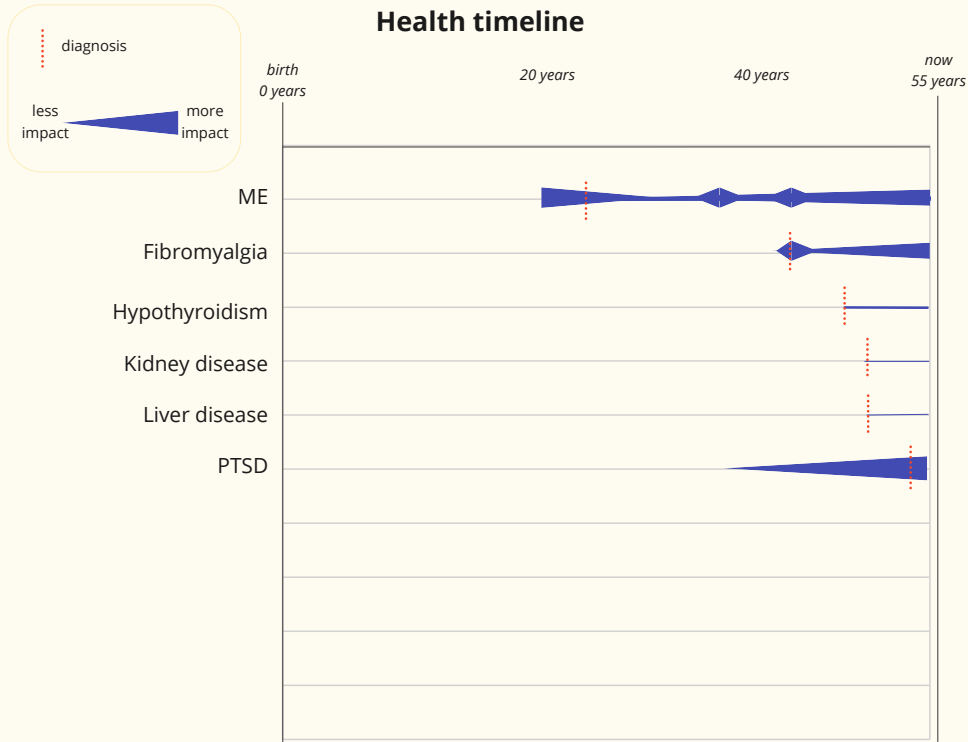
- single, no contact with family
- lost contact with many friends due to ill health
- supportive church community & women's group

Technology

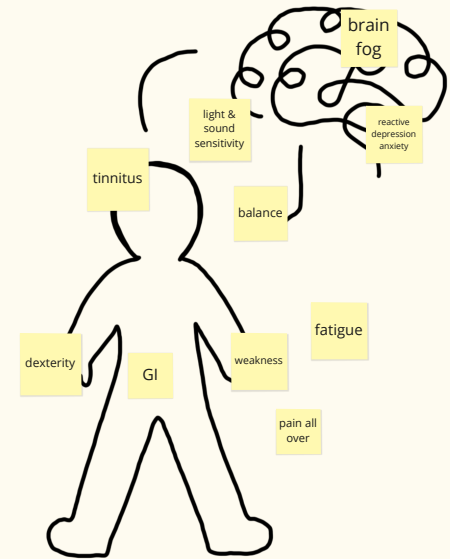
Category	Start	End	Marker
attitude	sceptic	advocate	mid-right
exposure	low	high	mid
confidence	hesitant	savvy	mid

Health

Health timeline



Impacts



Management

Things they have used to help manage their conditions/symptoms.

past

✓ morphine

present

✓ lidocaine patches

✓ codeine

✓ green spaces

✓ meditation & mindfulness

✓ pregablin

✓ supplements

✓ solifenacin

✗ unhelpful

✓ helpful

Patienthood

Health attitude

Personal attitudes towards various aspects of health.

	General health & wellbeing	Conditions	Treatment	Health & care system
positive +	Positive and proactive approach to her wellbeing.			
neutral			Sceptical about taking medication. Worries about being reliant on it.	
negative -		Her conditions negatively impact her life and she finds them difficult to manage.		Interacting with the health & care system is hard work, particularly as some of her conditions are not well understood eg. Fibromyalgia.

Health experience

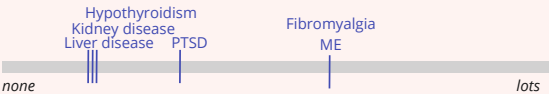
Experiences and narratives relating to various aspects of living with MLTC.

	Conditions	Treatment	Social	Health & care system
positive +			Has found support from communities of people with similar conditions useful.	
neutral		The health system defaults to pharmaceutical solutions.		
negative -	Contested conditions (ME, fibromyalgia), feels abandoned by health & care system.		Has also experienced stigma due to her conditions.	Feels tired, unheard, unsupported.

Navigation

Condition information

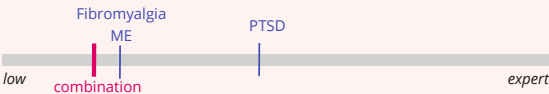
How much information do they engage with about their conditions?



Sources of information:
Online forums

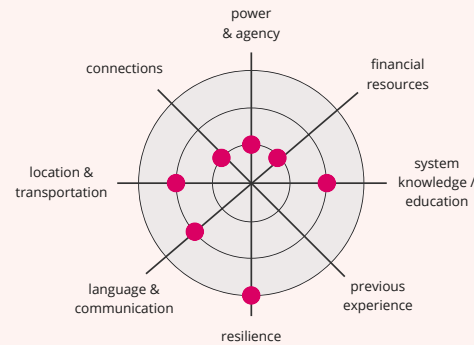
Condition knowledge

What level of knowledge do they have of each of their conditions, and their combination/interaction?



System navigation

Capacity to effectively navigate health & social care system(s) and access necessary resources, treatments, and support.



NIHR SEISMIC SysteMatic Project

Person Map created by the Liverpool People Insight Group:

Isobel Leason, Fazil Akin, Farnaz Nickpour

In collaboration with ARC NWC Public Advisors:

Dorcas Akeju, Alison Bryant, Terry Bryant, Jacqui Cannon, Hilary Garrett, Alan Griffiths, Patricia Jamal, Robert MacDonald