

# Resources

## [Use of emotional touchpoints on Vimeo](#)

The short video above provides a quick overview of how ET's can be used in practice to facilitate clinical supervision and support professional development in a healthcare setting.

## [Relational practice and welfare and wellbeing in research settings](#)

This link has information about the research project carried out by The University of Bath in 2022-2025 and gives a good insight into the challenges that relational work (also referred to as emotional labour) can have within research. The discussion paper gives a helpful (and shorter) overview of the findings. This project was presented at the NCCPE Engage Conference in 2024.

Dewar, B., Mackay, R., Smith, S., Pullin, S., & Tocher, R. (2010) Use of emotional touchpoints as a method of tapping into the experience of receiving compassionate care in a hospital setting. *Journal of Research in Nursing* 15(1) doi: [10.1177/1744987109352932](https://doi.org/10.1177/1744987109352932)

Smith, S., Gentleman, M., Conway, L., & Sloan, S. (2017) Valuing feedback: an evaluation of a National Health Service programme to support compassionate care practice through hearing and responding to feedback. *Journal of Research in Nursing* 22(1-2)

doi: [10.1177/1744987116685913](https://doi.org/10.1177/1744987116685913)

Bate, S.P. & Robert, G. (2007). Bringing user experience to health care improvement: the concepts, methods and practices of experience-based design. Oxford: Radcliffe Publishing. (<http://www.radcliffehealth.com/shop/bringing-user-experience-healthcare-improvementconcepts-methods-and-practices-experience-based>)