

Bristol Royal Hospital
For Children

Talk to us – having #conversations at Bristol Royal Hospital for Children

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Talk to us... Have a conversation...

#conversations was a new initiative launched at Bristol Children's Hospital, from 14-23 September 2016.

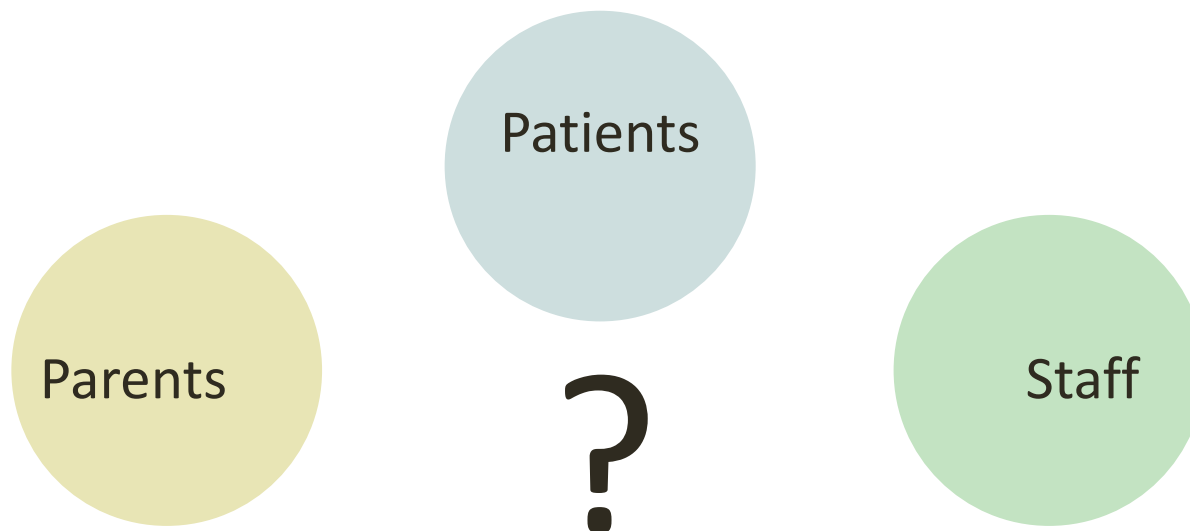
The aim of the event was to encourage patients, visitors, Trust members and staff to talk about their experiences and stories across a range of sessions and events.

Through these conversations, we wanted to discuss with as many people as possible how we could develop and improve services at the hospital.



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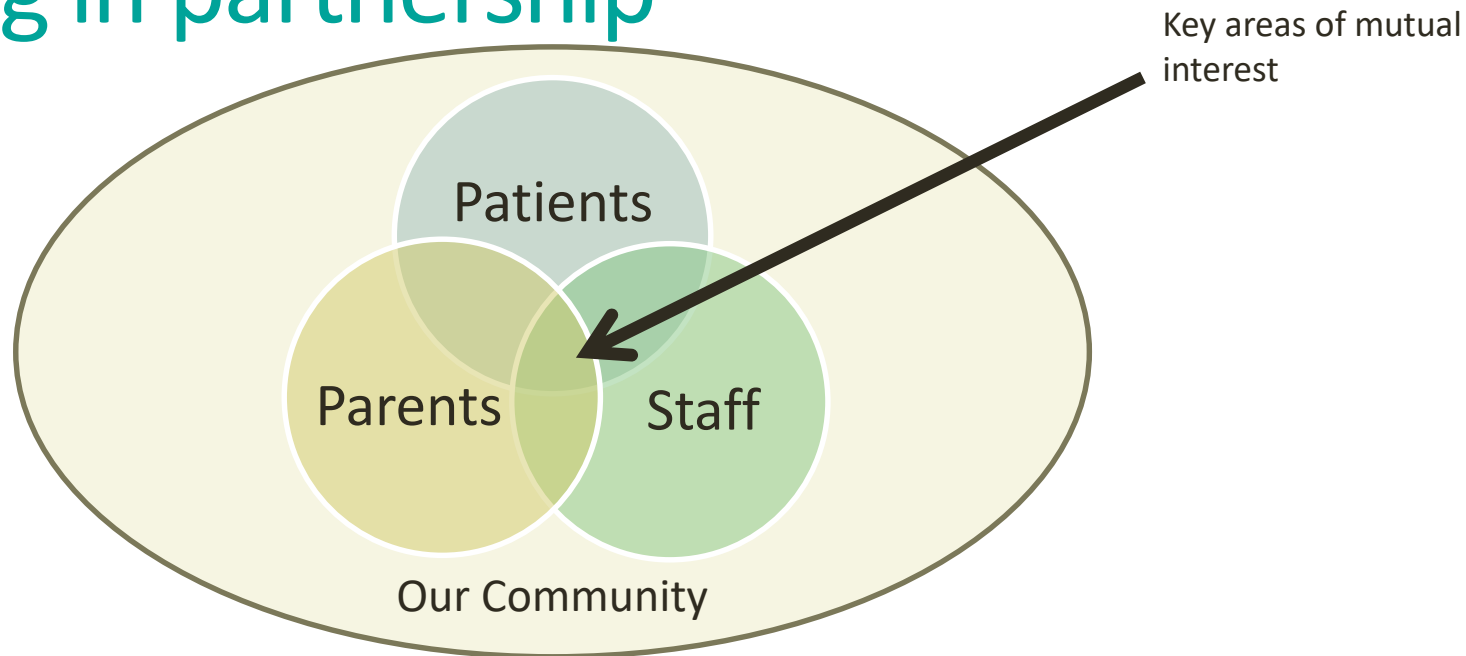
Working in partnership





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Project scale

- 10 days
- 26 wards and departments
- 57 activities
- 87 staff and volunteers
- 3 hospital charities working together
- Too many patients, parents and staff to count!





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BRHC 'Talk to Us' Music Video

Launching the event in style with a video
on our new Facebook page! –



- 39k views over 2 weeks
- 625 shares
- Reach extending to over 91k



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Future Hospital and Bucket Voting

Families and staff added their ideas for the future to a cardboard model of the hospital – these included more play options and better signage.



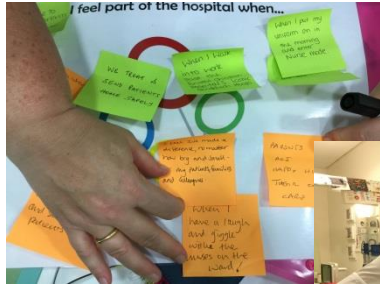
Bucket voting was used to ask how people would like to receive communication from the hospital – social media and email were the most popular



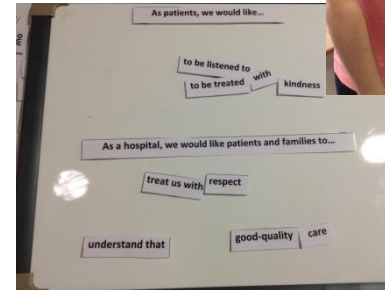
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Ward Stations

‘ I feel part of the
hospital when....’



Our Partnership Charter



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Outpatient Children's Hospital 'Dress Up'

Children in Outpatient's shared their experience's of the hospital through dress up and play. Colouring sheets were also available.

"This baby needs a lot of care – they're in the right place."



"If they play doctors and nurses , they get used to it and don't get so worried, especially with blood and needles" – parent



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Job Swap Monday and Career Shadowing

Senior Trust staff worked alongside a variety of roles, such as receptionists, porters, and ward nurses.

- Floor to Board working
- Exploring career opportunities
- Developing knowledge of wider roles





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Garden Fete and Themed Fancy Dress Day



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Opportunities for wider groups to take part

- Royal College of Paediatrics and Child Health
- Burns Outreach Team
- Cardiac Research Nurses





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Children's Hospital Staff Awards and Closing Event

Time to say thank you for all the hard work
Open to staff and patients – lots of cake!



188 staff were nominated by patients or colleagues



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What we learned about the process

- Don't do it all at once!
- Photos are a great record but the writing up is hard
- Keep communication going
- Identify support needs early – make fun training part of the process
- Capitalise on your successes



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What we've done since...

- Developed our media presence – Facebook, website, videos
- Established our Partnership Charter
- Working together on events and activities to maximise impact for patients and staff
- Developing ongoing jobswap project
- Shared specific feedback with individual wards and departments



Feedback

- *“What I will do differently is to always take stock and remember to ask staff how they are feeling and if there is anything they can suggest to improve working lives for themselves and patients experience.” (Management)*
- *“Say hello to someone I don’t know and introduce myself.” (Reception staff)*
- *“A forward thinking exercise which will hopefully have positive outcomes for families. What about running something similar to listen to staff about their concerns surrounding the working environment with a focus on improving things for staff?” (Nursing staff)*
- *“I believe the project created a wonderful buzz in the hospital and it succeeded in involving the staff and patients in so many different ways to other evaluation and discussion projects.” (Allied Health Care staff)*

CONVERSATIONS



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