

# EMERGENCY DEPARTMENT RUNNERS

*PATIENT EXPERIENCE*

*BIRMINGHAM WOMEN'S AND CHILDREN'S NHS  
TRUST*



**By your side**

# OUR JOURNEY



**RATIONALE**



**PLANNING**



**DELIVERY**



**IMPACT**

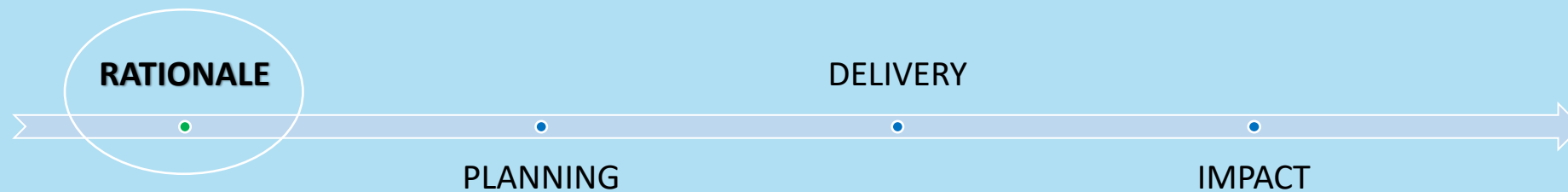
**SUCCESS STORY**



# RATIONALE

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Attendance at ED were at all time high. Families were waiting for more than 12 hours to be seen in ED.



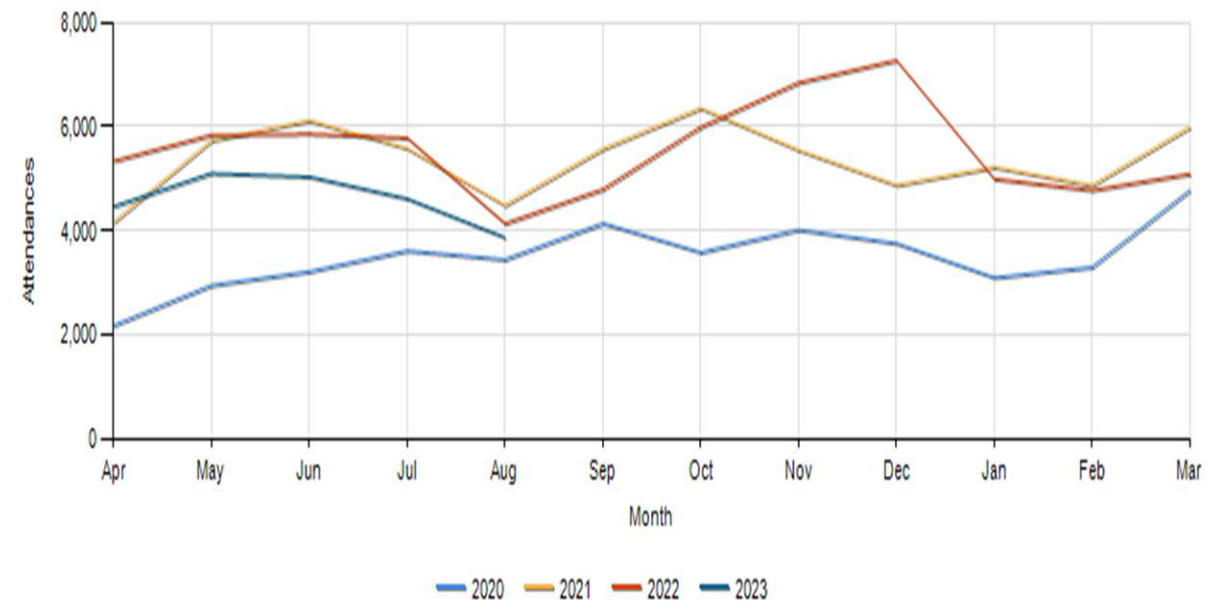
Heightened pressure from the clinical team as they were at capacity.



Tense atmosphere in the waiting room. Families were leaving without being seen by the clinical team.



Attendances per Month - Four Year Trend





## RATIONALE

## DELIVERY

### PLANNING

### IMPACT

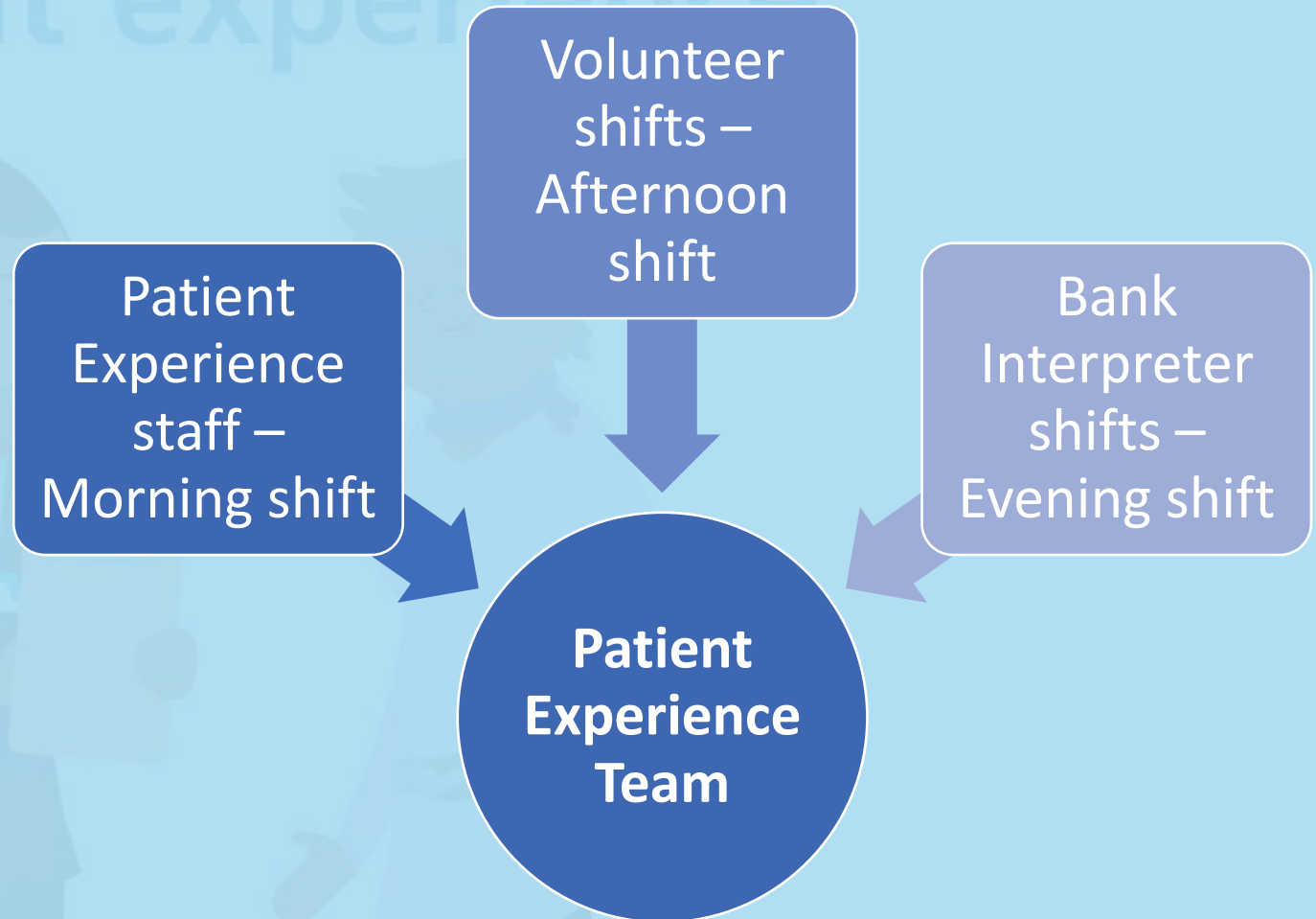
Due to the ongoing pressure in ED, the Patient Experience Team were asked to support in any way they can.

Patient Experience staff offered support by:

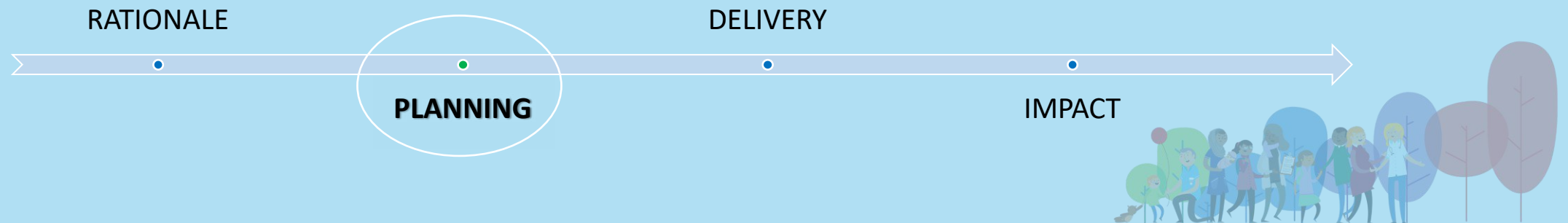
- Offering drinks and colouring packs
- Collecting FFT's
- Managing the queue

Volunteers and Bank Interpreters were also put in place to support in the afternoon and evening. Initially they were only tasked to offer drinks and colouring packs.

The team and department saw the need for a fixed role covering more tasks thus a working group was put together.



# PLANNING PLANNING PLANNING



# WORKING GROUP

A working group was set up and it involved the ED managers, Clinical Nurse, Patient Experience Manager, Volunteer Manager and Interpreting Manager, together they identified:

**WHO** Who would  
take on the  
new role  
  
Who would  
oversee the  
ED Runners

**WHAT** What the  
role would  
look like  
  
What the  
tasks are

**WHERE** The areas  
the role  
would  
cover – ED,  
CDU and  
PAU

**WHEN** Shift  
patterns –  
days and  
times  
  
Rota



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# ROLE PROFILE



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A job profile was created for clarity in what the role entitles. The profile was shared with the staff in ED for awareness of the new role.

Aiding  
communication  
in ED

Explaining  
waiting time  
and place in  
queue

Provide drinks  
and activities

Signposting  
patients and  
visitors

Capturing FFT  
and patient  
stories

Responding to  
requests for  
support

and many more....





# DELIVERY



# PILOT

We ran a pilot for a week with the Volunteers and Bank Interpreters covering different times of the day.

- ☐ Peak times – 5pm to 9pm.
- ☐ Monday to Sunday shifts needed.
- ☐ The need to keep a log of key issues – a direct way to ensure shopfloor knowledge was quickly shared.
- ☐ Many improvements in the ED area were needed to provide better experience for our patients and families.
- ☐ Great opportunity to capture patient/families feedback.
- ☐ Challenging role – will need to offer further support to the ED Runners.



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# SUCCESSFUL DELIVERY

The successful pilot meant we were asked to extend through winter pressures and now in the summer of two years later, our ED Runners have a fixed rota where we cover a 7 day a week evening shift and have plans to make this a permanent feature.

The team of Interpreters cover our some of our main community languages and are uniquely placed to offer language support and general support to all families feeling worried and experiencing long waits.

They are a constant support in the Emergency Department waiting rooms between 5pm and 9pm every evening, handing out squash, colouring activities, and information to waiting families.



Sheule Begum



Sumita Das



Ayesha Bibi



Amirah  
Muhammad



Zakeria Hassan  
(former ED  
Runner)





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# SUPPORT

## POINT OF CONTACT

A list of contact is provided on the first day. This consists of contact details of staff whom the ED Runners can contact at any given time.

## DIARY

The ED runners are required to keep a log of how their shift. This is used to collect feedback and support improvement case.



## SUPERVISION

Before rolling out the role, we made sure that we had Supervision in place.

This is optional but the ED Runners are aware that this is available to them.

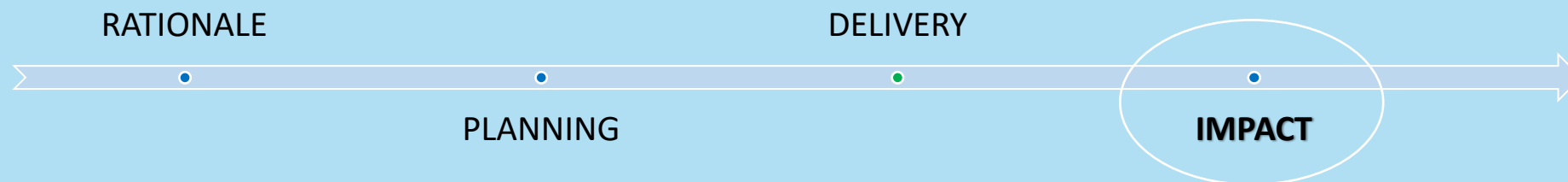




# IMPACT

# IMPACT

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## BW Runners



## Early Help



## Artwork & Activities



## Facilities

*"We've found managing Diabetes ANC a whole lot easier with the visibility and availability of the Runners - especially for Arabic and Punjabi / Hindi / Urdu. Due to the demographics of the diabetes ANC, they have been incredibly helpful, especially when relaying important medical information regarding current care and ongoing management. The Runners identify themselves to us at the beginning of clinic and are usually ready to come in with the patients for consultation at the same time. These make clinic flow much easier and is a vast improvement on our experience previously."*

*Dr Janjua – Birmingham Women's and Children's Hospital.*



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# FRIENDS & FAMILIES TEST (FFT)

"Very friendly helpful helped with translating need this kind of service I'm new mom new to the country Sumita cheered me up so much because she spoke my language "

"She offered me tea and sandwich spoken Bengali which helped me a lot very kind helpful lady. Cheered me up its Eid today this kind of service is so much needed in ED so grateful to her"

"..started to tell her about my problems she listened and really comforted me reassured me.. I felt alone but Sumita cheered me up so much. This kind of service is needed very much in CDU and ED. I want to thank her for her support I'm a single mom but she made me feel proud to be one "

"..I'm new to this country my 1st baby she was so good made me feel very happy in myself please keep this service going and keep this lady here it's very much needed."

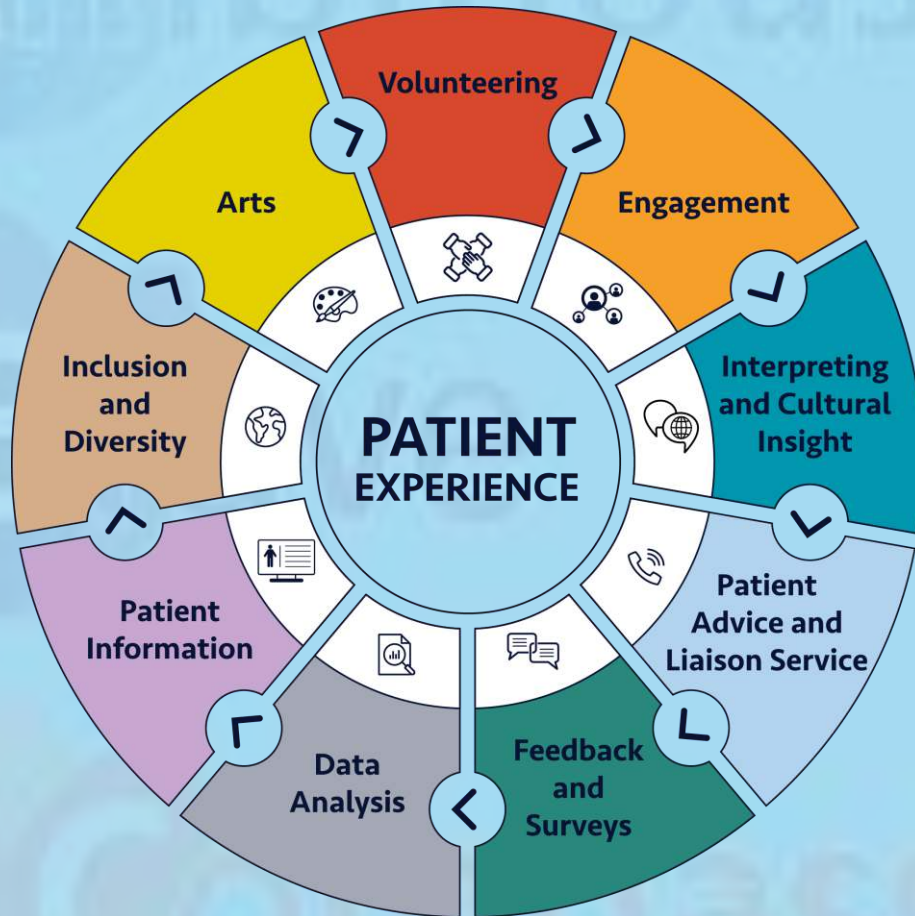
"Very friendly and empathic, understood we had a long day and needed some food and a lovely chat"

"Very helpful and kind gave me tea and sandwich and helped ne with my autism child"

"..my experience in the hospital was a lot less stressful than I thought. Thank you everyone "







[bwc.patientexperience@nhs.net](mailto:bwc.patientexperience@nhs.net)



<https://bwc.nhs.uk/>

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Women's Hospital



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Children's Hospital



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