

# Patient Relations & Experience

# The Power of a Cuppa Tea Manor Lounge







### A helping hand

Seeing our clinical staffing levels reduce

Seeing our patients increase

Not knowing when it will end

**Feeling helpless** 







Respect Compassion Professionalism





# Challenges No End

Frustrations

LOSS

Fatigue

JANUARY

2022

**Motivation** 

Worn-out

80

Value colleague Ł

Respect Compassion Professionalism

Anger Upset Wellbeing

Safe, high quality car Ð

Care at home

Partners



# Patient Relations & Experience

# Increasing Morale to Improve Patient Experience







Value colleague

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Care at home

Partners

#### 'In hospital settings, **managing staff with respect and compassion** correlates with improved patient satisfaction, infection and mortality rates, CQC ratings and financial performance.'

BMJ

'One of the main factors believed to affect **patient satisfaction** is the **experience of staff** working in the NHS. There is a wide variety of evidence that draws links between **staff experience and customer satisfaction**'

NHSE

Respect

Compassion Professionalism





# Patient Relations & Experience

# Setting up the lounge







Value colleague Respect Compassion Professionalism





Volunteering Services Fund 2021



Care at home

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Safe, high Juality care









Value colleague

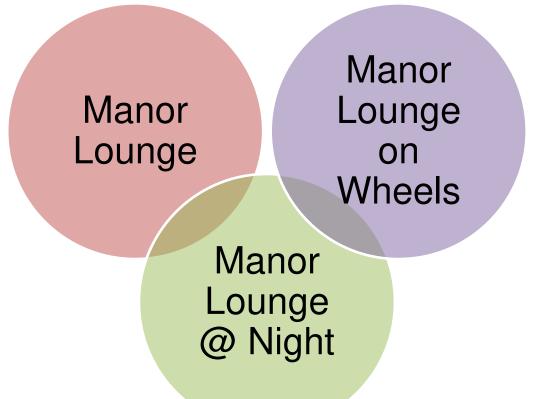
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Care at home

Partners

Safe, high quality care £

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Value colleague

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Respect Compassion Professionalism

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Care at home

Safe, higi

### **The Impact**

### When surveyed...

### 100%

of staff recommended the lounge as a place to go for a **welcome break** away from the work space.

### 100%

of those that used it gave a '**5-star**' rating,





Value coll<u>eague</u>

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### **The Impact**

## When surveyed... 100%

of staff felt the lounge had helped them unwind and take a break.

"It's always a warm welcome. It helps with my mental health at work as we do not have a rest room to take a break or eat lunch in. We have to eat and drink at our desks, so we never switch off"

"It's saved my sanity at times and Zoey (volunteer co-ordinator) is so kind and caring"

"This service makes more of a difference than you can even imagine to staff who can't get to the shop, and who only have five minutes spare, please keep it going!"

"Relaxing space whether it be for 2 minutes or a full half hour."





### The Impact

#### Highlighted as best practice in the

## NHS Volunteering Taskforce Report

June 2023



Report and Recommendations June 2023



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Care at home

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Volunteers at Walsall Healthcare NHS Trust's Manor Hospital have found a great way to help ease the stress of working in a busy hospital. The trust's volunteers help run a staff lounge, offered a comfortable space where drinks and snacks, as well as chat to volunteers.

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Compassion Professionalism

Originally set up to provide staff with space to take a break from the pressures of the panetic, this facility has expanded to support staff through the current cost of living crisis. The with free breakfasts and hot meals at a minimal cost.

Not surprisingly, the lounge has received a 5-star rating forom ready all to recognise the importance of taking a break - something that can easily be and challenging environment. It has turned into a fantastic joint meal offer starts fundits free to ensure free drinks and snack a easilable for all collegades; and volumeters provide many hours of exertical person-power to two the

80

Value

colleague



#### The future

Staff break space for staff off the ward

Cost of living support, discounted meals

### Free breakfasts for staff



**H** 

Care at home

### Continued free offer of hot drinks

Affordable snacks and other meal options

Value

Partners

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