**Experience Based Co-design Staff Event - Feedback**

**TIP:** If getting staff together away from clinical areas then take the event to them. Theme the interviews and then put flip chart paper up in a room with the themes at the top of the paper. Using stickers, give each member of staff four stickers to allow them to prioritise their top four themes. Have post- it notes available so that staff can make any comments they wish relating to each theme and allow them to stick these on the corresponding paper. Have pens, post-its, stickers and refreshments available. If you time it right so that you capture handover you will achieve much higher engagement. Staff will be apprehensive at first but word soon spreads.

The table below is an example of the feedback from an EBCD staff event using the above technique.

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| **THEMES** | **NUMBER OF VOTES** | **COMMENTS** |
| **ACTIVITIES FOR PATIENTS** | **33** | * Patients get very bored * It can help with memory * It helps to break the ice for shy patients socially * Would love to be able to spend more time with activities * Some of the rehab patients have spoken to say they would like activities to do, which can help them keep active and also include therapy * Currently working on activities (music group visited wards recently, working group set up, welcome suggestions) |
| **MORE THERAPISTS** | **31** | * Would like to see some more therapists on the wards, would help maximizing patient’s potential for rehabs as well as reducing their anxiety * Need more therapy interaction especially at meal times, using specialist cutlery etc. * More therapists would allow for the better quality & quantity of service * More therapists to provide more regular sessions with patients – decreased hospital stay (ideally daily) |
| **MORE NURSING STAFF** | **30** | * More staff to enable patients to do activities, especially patients that in neuro/wheelchairs * Do need more staff due to when we have more acute patients, we seem to spend more time with them and rehab seem to wait * More nursing staff will improve **ALL** areas of stroke care & will cover a lot of these themes giving us time for activities & social interaction with patients **(x2)** |
| **TIME TO SIT AND TALK TO PATIENTS** | **24** | * Time to sit and talk to patients is fundamental especially to their mental health **(x2)** * You get to know the patient better – makes them feel human & individual rather than a patient * They like to talk about their life and family * Patients with communication difficulties would benefit from having time to talk and interact socially with staff **(x2)** * Anyone e.g. volunteers can speak to patients but listening & hearing & aching is really important for patients and families * This could be coordinated as part of patient’s activities! |
| **LESS PAPERWORK** | **18** | * Paperwork is needed, but can over take the importance of making a patient feel comfortable, relaxed and valued * A necessary evil – unfortunately. Always being told if you don’t document it didn’t happen, but it takes us away from actually doing tasks! * Staff need more time for patients * Too much paperwork – sometimes you spend more time doing paperwork than looking after your patients. If you provide an excellent care to your patient but you forget a paperwork you can be in trouble. This needs to change. |
| **SOCIAL AREA FOR PATIENTS** | **13** | * Would be great to have some nice and quiet place for patients to gather and do some activities like playing games and arts and crafts * Social area often used for goal planning due to lack of space * Would benefit from a group therapy space * The hospital as a whole needs an outdoor space (smoke free) to be enjoyed by longer term patients * Garden/outdoor areas for patients to relax & family/therapists to take patients for therapy/enjoy leisure |
| **MORE EMPHASIS ON GOAL PLANNING** | **12** | * Goal planning and discharge planning are vital in good stroke care. Nurses MUST be involved/contribute – it is not just therapy led * Goal planning needs to be an MDT approach and time for goal to be implemented, i.e. more NS Therapists **(x2)** |
| **RESPECT OPINIONS OF OTHER STAFF GROUPS** | **3** | * I think staff to respect opinions of others, but with high pressure this can increase stress and communication can be lost * Professional opinion should be respected in all directions. Too many battles over patients appropriate treatment of late * We all need to be aware of each other opinions and treatment plan – we need to work as a team |
| **IMPROVED THERAPY ROOM** | **0** | * The 2 therapy rooms are a good size overhead tracking - better office space would improve patient, group therapy room also good |