

Change idea:

Create a "Getting to know you" file visible to patients, carers, visitors and staff in the entrance to Fraser

Predictions

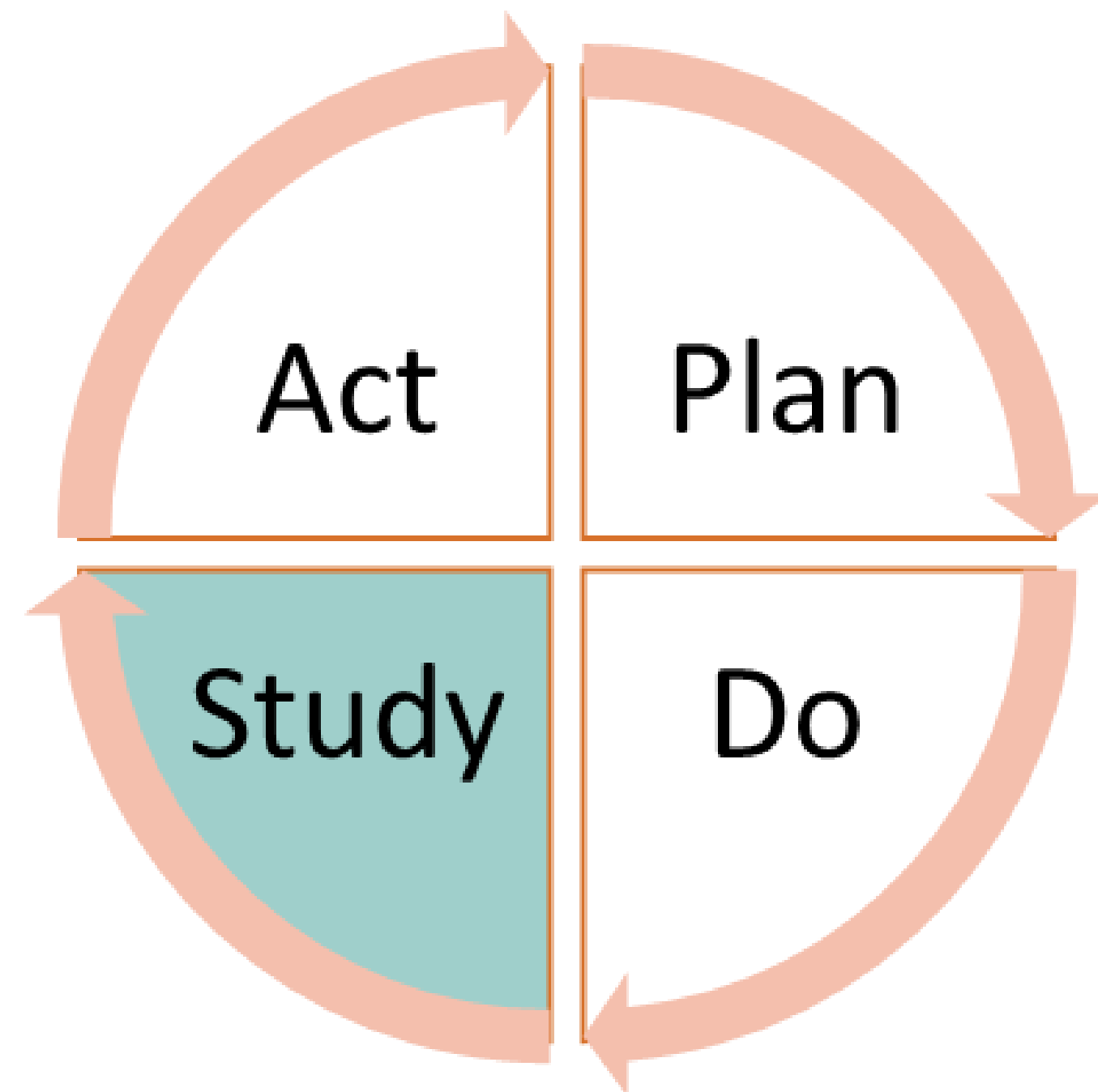
Patients, Carers, Visitors and New Staff will access the "Getting to Know You" file when they first enter Fraser House to familiarise themselves with the staff team and find some familiarity with them.

Plan

To ensure that open communication links are made and maintained with all new people entering Fraser.
To ensure availability of the file to all new people entering Fraser

Do

We made the file available at ward entrance. We encouraged all new people entering the ward to browse the file. Signage was used to identify its location. Feedback from patients, carers, visitors and new staff was positive, they said they felt the file provided a sense of humanisation to the nursing team. Apprehension was met by a minority of the clinical team due to risk of over-sharing information and potential risk



Study

Feedback:
Patient: "I like finding out what jobs the staff used to have."
Carer: "It's useful to be able to put a face to a name, it makes the nurses seem more human."
Visitor: "It's lovely to see the staff sharing their personalities so openly, I'm sure this will make the patients feel more at home"

Act

Progressing from the file, we aim to implement a patient getting to know you file for use by staff to get to know new patients within the ward.

All teach, all learn

The implementation of this change idea was an extension of NTW "getting to know you process" already embedded into our practice, though, we felt this was impersonal and lacked a human aspect. We met some apprehension when implementing this change idea due but persistence and leading by example paid off for us. Moving forward we aim to develop a getting to know you process for patients to use in order to share with staff.

