

Purpose

The Goldfish Bowl is a learning workshop for staff to learn about your healthcare experiences – good and bad. The staff will be listening to your stories and creating an action plan for improvement. The action plan will include personal development, team development and organisational improvements.

Why are we doing this?

- Have a better developed understanding of the experience of users of the services we provide
- Appreciate the need for all staff to adjust attitude and behaviour in order to ensure that the experience of service-users is as good as it can be
- Understand the need for all staff to think through options for service improvement – and to share those appropriately
- Have an awareness of the sorts of actions that they might take in the course of their day-to-day practice that will service to improve the quality of the experience of service-users

Process

We thank you for giving up your time to participate in this Goldfish Bowl exercise. It is called Goldfish Bowl as you will be sitting in a semi circle facing the Facilitator with the staff sitting on the outside. They are not allowed to interrupt you nor will other service users / patients as this is your protected time.

You only get about 10 minutes each and you will remain in your seat while each patient takes turn to tell their story, focussing on what staff did that went well (behaviours, actions, processes) and what didn't go as well. This will help staff recognise what is good and bad practise. E.g. 'the nurse was really kind to me', explain how they showed that kindness. Importantly how did those actions make you feel?

You will be briefed in this room and settled down with your refreshments, there should be about 3-4 patients (possibly partners / carers too). Staff will come in quietly and sit in the

outer circle and the staff will not be facing you. The Facilitator will introduce you by your first name or any name you would like to use.

The Facilitator will jot down notes / key points on a flipchart as you talk about your experience and so I hope you don't find that rude. It is important that we capture your words and feelings so the staff can use them in the reflective and action planning session later. The flipchart notes will also act like 'subtitles' to the staff as you tell your story.

When you (and your partner / carer if you have brought one with you) have finished speaking, you will be ushered out of the break-out rooms and go for refreshments and receive support from PALS team or another member of staff to follow up on any issues you have raised. There will be no contact or conversation between you and the staff in the room.

The staff will then stay in the room for their refreshments and reflect on your stories and participate in group discussion and action planning led by the Facilitator.

Rules of the game

- Please switch off your mobile phones as we want to make sure there are no disruptions to your time with us. The patient part of the exercise is only an hour long in total.
- Every patient gets a chance to speak within the inner circle, the role of the staff is to sit in the outer circle and be quiet and listen;
- You can not interrupt other patients with questions or comments as they only have 10 mins for telling their story with some prompting from the Facilitator if the patient needs it or if they are telling the story via an interpreter.