

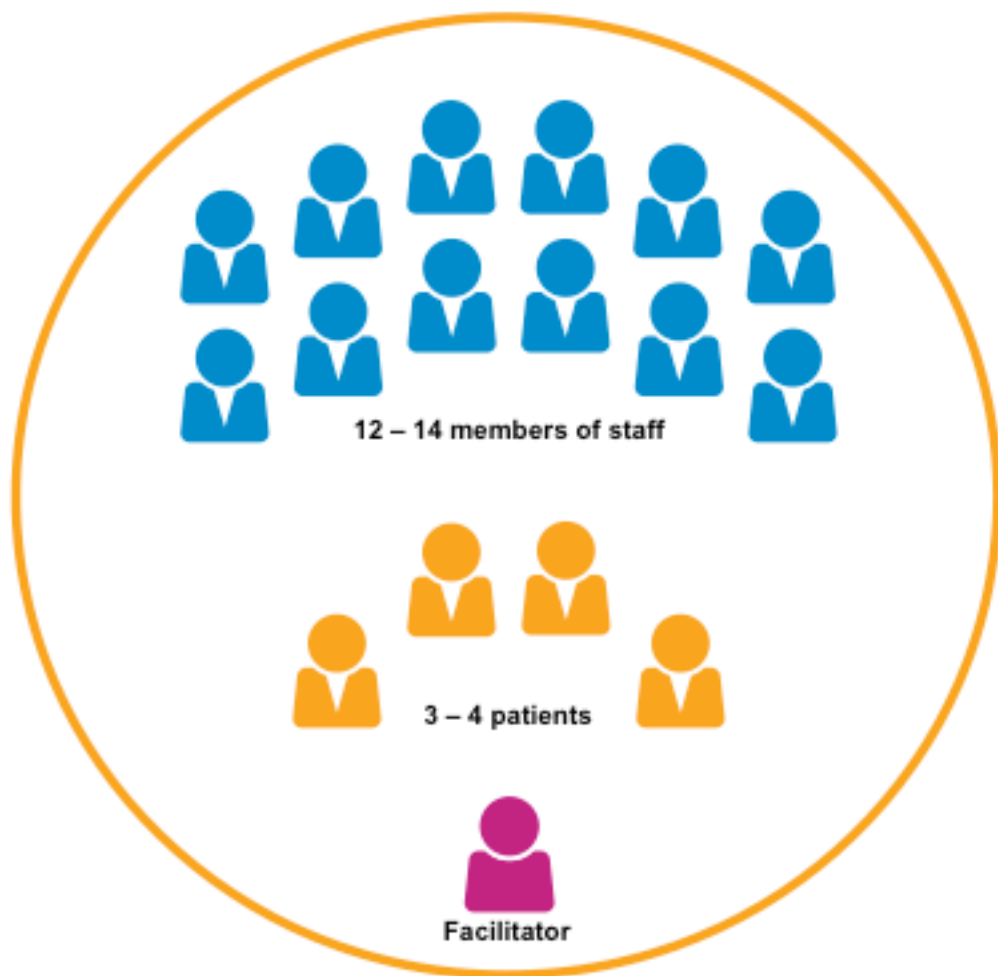
Planning and Running a Goldfish Bowl Workshop



What is the Goldfish Bowl?

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?

The purpose of the Goldfish Bowl is for staff to:

- Have a better understanding of the experience of users of the service they 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.

How does it work?

The event is called the 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 and nor are other service users / patients, as this is your protected time.

You will be briefed in this room and settled down with your refreshments; there will typically be about 3 or 4 patients (possibly partners / carers too). Staff will come in quietly and sit in the outer circle and 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 and key points on a flipchart as you talk about your experience. 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.

Patients will have about 15 minutes and will remain in their seat while each person takes their 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 behaviour. E.g. 'the nurse was really kind to me' - how did they show that kindness? Importantly how did those actions make you feel?

Challenges of managing the event

Patients

Recruiting for a balance of the stories

- Positive experience
- Poor experience
- Emotional content
- Scope

Staff

Arrive on time

- Cancel or shorten other commitments on the day
- Respect and observe key ground rules
- No interaction during the stories
- No interruption e.g. pagers and mobiles

Goldfish Bowl

Be part of our patient listening group so that our staff can deliver an even better patient experience

We want to hear and learn from your stories of excellent care as well as stories where we could have done better. Staff will use your story for their training and service development.

If you would like to join our Goldfish Bowl or want more information please contact:



Capturing the patients' stories in their own words

| | Feedback from Name | Feelings during the patient journey |
|--------------|--------------------|-------------------------------------|
| Team/Service | | |

| | Feedback from Name | Feelings during the patient journey |
|--------------|--------------------|-------------------------------------|
| Team/Service | | |

| | Feedback from Name | Feelings during the patient journey |
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| Team/Service | | |