



Randomised Coffee Trial – Summary Report

What is a Randomised Coffee Trial?

A Randomised Coffee Trial (or RCT for short) is all about getting people talking to one another, making connections throughout the NHS – and beyond!

It's 'randomised' because the idea is to connect people with a shared interest, or to put you in touch with someone in your organisation who you might not otherwise meet.

The idea originated as part of Fab Change Day, and so it is all about action and change to make a difference to patients, as well as the staff who care for them.

There is so much good work going on out there, and innovative ideas just waiting to be shared. Connect, get talking, discover, understand, and learn from each other!

Library & Knowledge Service Objectives

- To facilitate knowledge sharing across the Trust
- To raise the profile of the LKS
- To find new ways of supporting Trust staff/to generate Evidence searches
- To run a successful event (measured by positive response of participants)

Randomised Coffee Trial in action at Macclesfield Hospital

Monday 12th December saw the Library and Knowledge Service host their first Randomised Coffee Trial as part of their commitment to facilitate knowledge sharing through effective communication across the trust.

The event took place in a meeting room in New Alderley House from 10.30 – 11.30 with coffee/tea mince pies and biscuits served to help the conversations along. The event was communicated across the Trust via Staff Matters, posters, tweets, library website and invitations to named library contacts.

Twelve individuals took part in the hour long event with all but one of the pairings having never met before. After their coffee and discussions, participants were asked to fill out an evaluation form in order to contribute to the improvement of the event should it be repeated.



What did you learn from this experience?

In response to the question, 'what did you learn from this experience', responses were largely in agreement and showed that all 12 individuals gained something positive from taking part. Many talked about how they gained insight into another person's role within the organisation, and became aware of the potential benefits of working across departments and forging connections. As a result of the discussions some commented on their realisation of the shared enthusiasm, as well as shared pressures, of staff within the Trust.

One comment summed up the majority of these positive views towards this question by stating that 'talking is good'.

What could be improved if the event is run again?

The main response to this question was that the room holding the trial needed to be bigger and less noisy, although numbers were hard to predict due to this being the first trial.

A couple of individuals mentioned the lack of clinical staff present, as most participants were staff based within New Alderley House itself. Relating to this was the comment that the event could have had even more publicity, with the suggestion of a note on the door to the building as people entered in the morning.

One participant would have liked the opportunity to speak to more people. This was originally planned but on the day it was difficult to persuade most people to 'move on' as they wished their conversation to reach a natural conclusion.



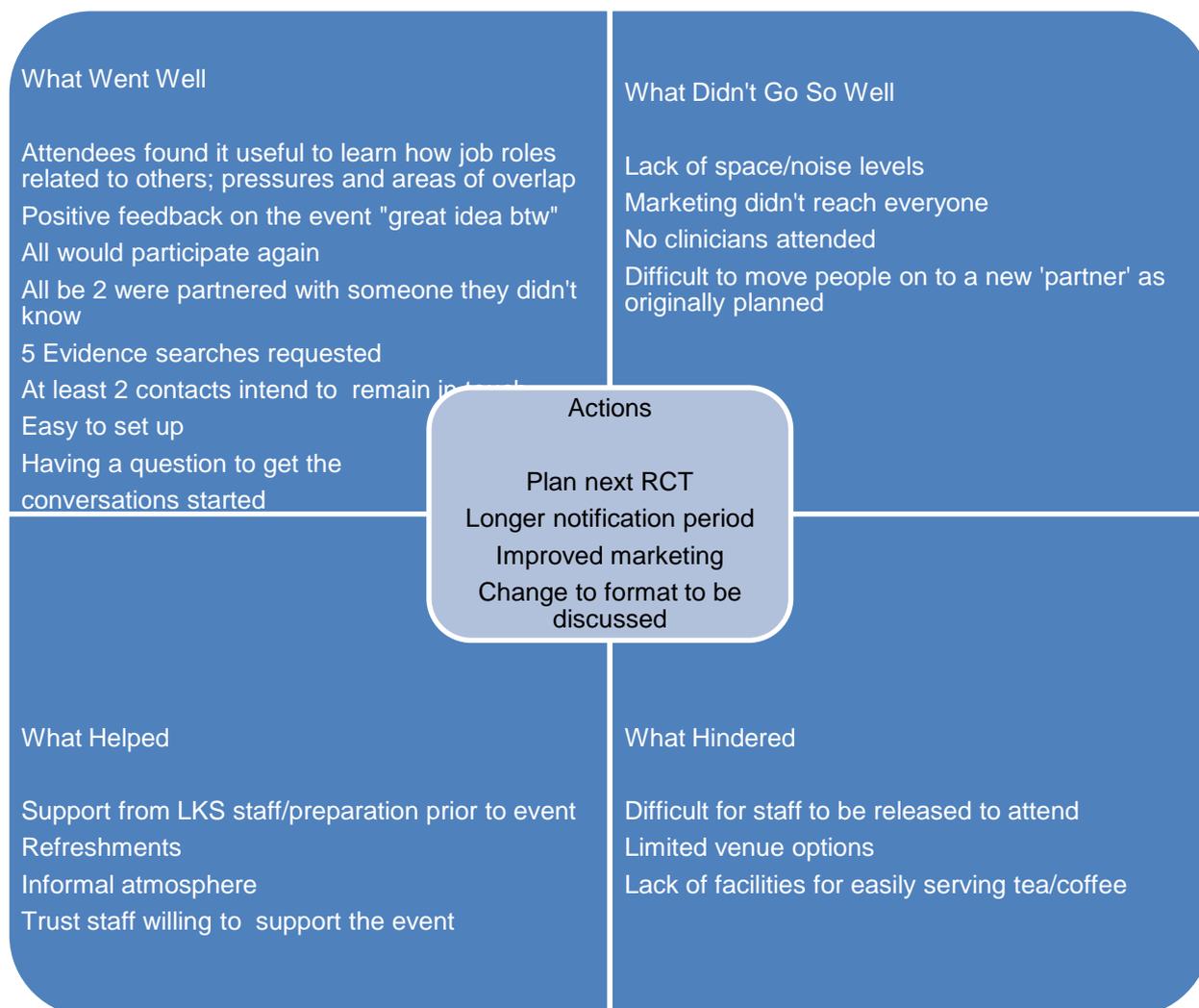
What follow up, if any, will you do from this meeting?

All responses to this question included a positive action consisting of participants planning to either feedback discussions to their own teams or to directly contact the person they were paired with. Some had more specific aspects to follow up after a more in-depth discussion where as others planned to simply offer help and support should it ever be required.

One individual noted that making the connection and getting to know someone in another department would make it easier to ask for help in the future. Another intended to contact the library service to explore opportunities to collaborate regarding promoting careers in the NHS.

Additional comments highlighted the success of the event with remarks on 'the brilliant idea' and it was also noted that it was especially helpful for new staff to get to know people within the trust.





Conclusion

The Randomised Coffee Trial was a successful event when viewed as a pilot exercise to gauge its value (as reported by participants). It gave staff the opportunity/permission to talk and to make new connections. This has led to a greater understanding of other roles across the Trust. Small actions have been taken as a result with and at least 2 staff intend to continue that connection.

"I now do send relevant data to my partner as requested in the session"

"The lady in finance and I now pass the time of day each time we meet and I have had an occasion to ask her advice on a finance matter which she was able to help with"

It was quick and easy to set up, the biggest issues were appropriate accommodation for the event, effective marketing and staff being released to attend.

It also raised the profile of the Library & Knowledge Service, immediately generated an additional 5 Evidence searches, demonstrated the LKS commitment to Knowledge sharing and objectives were successfully met.