

#KNOWvember23

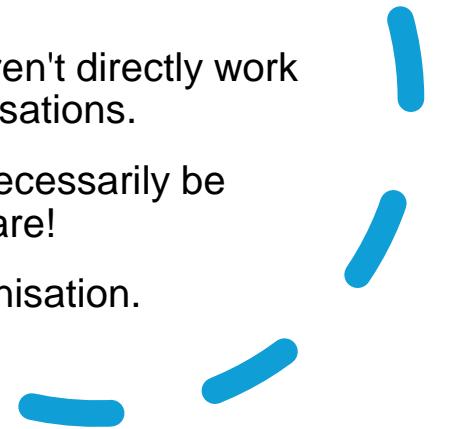


**Walsall Library and Knowledge Services
KNOWvember – Invited colleagues to participate in
a randomised coffee trial (RCT).**

#KNOWvember23

Benefits of a RCT included:

- Building relationships – improving communication, sharing knowledge and ideas.
- Providing time to chat to people about things that aren't directly work related, as well as some useful work-related conversations.
- Creating an opportunity to meet people you won't necessarily be directly working with but it's nice to know who they are!
- Encouraging links and collaboration within the organisation.



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How did it work?

- Following promotion; they received interest from a multi-professional range of participants, achieving a target of 100 participants these ranged from Clinicians, Directors, Managers, Allied Health Professionals, Nurses, Admin/Clerical and Students.
- Colleagues were randomly matched and advised to meet for around 20-30 minutes in a place that suited them.
- Colleagues were issued with a conversation prompt sheet (use of this was optional).
- Colleagues were also encouraged to provide their feedback via Twitter #WALRCT23 or email.

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Thank you to everyone who participated, here are just a few examples of feedback received.

Christian Ward @christianmward · Dec 6
Enjoyed a fascinating (but delayed) #knowvember coffee with Cora Billyard, Deputy Lead PA @WalsallHcCareNHS. Gained valuable insights into the evolving role of Physician Associates and its positive impact on service.



1 1 12 690

Manor Library @Health_Library · Nov 24
Our 'Randomised Coffee Trial' is connecting colleagues across @WalsallHcCareNHS and @RWT_NHS with people they wouldn't normally meet. Here's Liz and Ravi enjoying a coffee and learning more about each other's roles. #KNOWvember #KNOWvember23 #WALRCT23



Walsall Healthcare and The Royal Wolverhampton NHS Trust

1 6 372

Manor Library @Health_Library · Nov 16
Another successful #KNOWvember pairing! 🌟 Remember to share a photo of your meet up too. 📷 #WALRCT23 #KNOWvember23



1 5 405

#KNOWvember23

Thank you to everyone who participated, here are just a few examples of feedback received.



Manor Library @Health_Library · Nov 13

Thank you #KNOWvember; great pairing, really enjoyed the conversation and coffee! ☕

@TeamResus #KNOWvember23 #WALRCT23



Manor Library @Health_Library · Nov 15

It's another fantastic #KNOWvember meet-up! ⭐ Thank you to the 100 who signed up to this great event. We are looking forward to seeing more photos this month. #WALRCT23 #KNOWvember23 📷

@WalsallHcareNHS @BryarsEb @scartwright100



Esther Waterhouse @BryarsEb · Nov 14

Lovely to meet Steph Cartwright through knowvember @WalsallMLCC



Manor Library @Health_Library

A 'Randomised Coffee Trial' is a chance for @WalsallHcareNHS and @RWT_NHS colleagues to connect with people they wouldn't normally meet. Here's Michelle and Marie enjoying a cuppa and learning more about each other's roles. #KNOWvember #KNOWvember23 #WALRCT23 ☕



#KNOWvember23



If you missed out plans will soon be underway for KNOWvember24 sign up or look out for promotions nearer the time, hope you can join us!

Email wht.library.service@nhs.net