



Walsall Healthcare
NHS Trust

Library and Knowledge Services KNOWvember Report 2024

#KNOWvember24

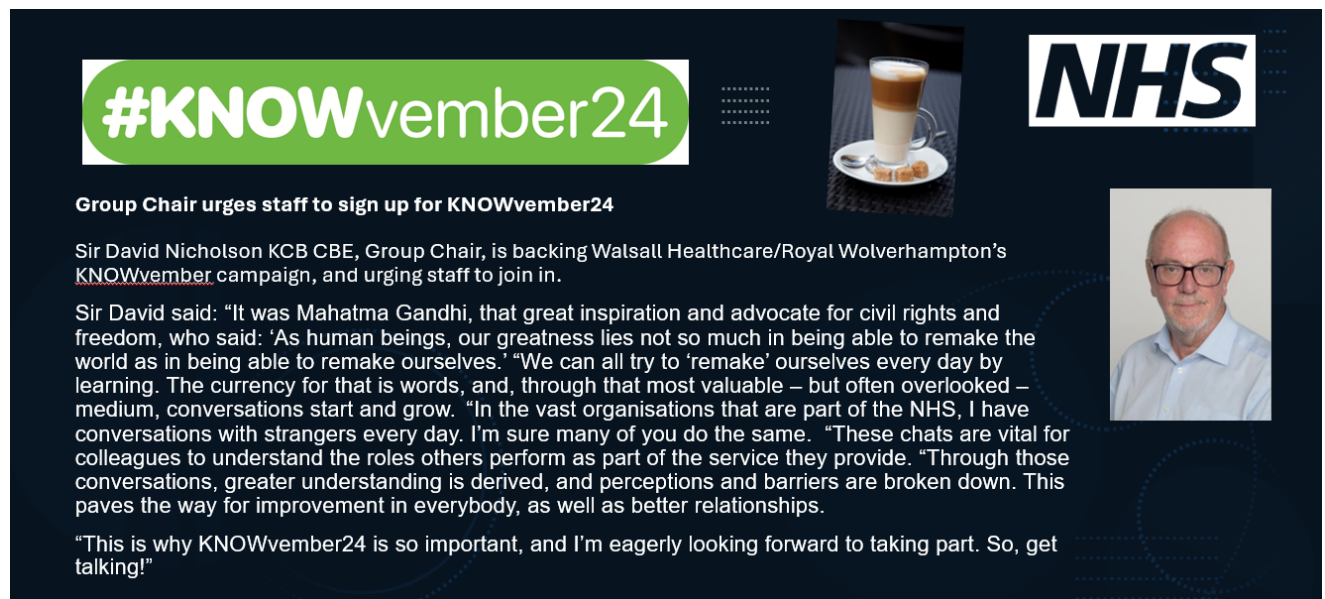


KNOWvember feedback – thank you!



During the month of November (extended until March 2025), the library service showcased the many ways they [mobilise evidence and knowledge](#). One of their popular activities is Knowvember whereby they invited colleagues to sign up to a randomised coffee trial. Giving colleagues an opportunity to meet face/face or virtually; to share best practice, innovation and collaborative opportunities, getting to know what colleagues do, enabling participants to grow their connections.

Sir David Nicholson encouraged colleagues across WHT and RWT to take part.



#KNOWvember24

Group Chair urges staff to sign up for KNOWvember24

Sir David Nicholson KCB CBE, Group Chair, is backing Walsall Healthcare/Royal Wolverhampton's KNOWvember campaign, and urging staff to join in.

Sir David said: "It was Mahatma Gandhi, that great inspiration and advocate for civil rights and freedom, who said: 'As human beings, our greatness lies not so much in being able to remake the world as in being able to remake ourselves.' "We can all try to 'remake' ourselves every day by learning. The currency for that is words, and, through that most valuable – but often overlooked – medium, conversations start and grow. "In the vast organisations that are part of the NHS, I have conversations with strangers every day. I'm sure many of you do the same. "These chats are vital for colleagues to understand the roles others perform as part of the service they provide. "Through those conversations, greater understanding is derived, and perceptions and barriers are broken down. This paves the way for improvement in everybody, as well as better relationships.

"This is why KNOWvember24 is so important, and I'm eagerly looking forward to taking part. So, get talking!"

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.



How did it work?

- Following our promotional efforts, we received interest from a diverse range of 110 participants, 86% of whom confirmed meeting with their assigned partner, included clinicians, directors, managers, allied health professionals, nurses, administrative staff 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 X #WALRCT24 or email.

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





Manor Library @Health_Library · Jan 10

Had a delightful chat with our outgoing CEO Caroline Walker over coffee for #KNOWvember. Discussed life beyond the NHS & I shared my vision if I were CEO for a day. Thanks to @Health_Library for arranging! - Tom Johnson, Quality Improvement Programme Lead. #KNOWvember24 #WALRCT24



TOM JOHNSON and 3 others



1



6

356



Manor Library @Health_Library · Jan 8

It's New Year, but KNOWvember is always in season! Andy and Alan agree it's never too late to join the conversation and expand your knowledge. @UMETWalsall #KNOWvember24 #WALRCT24



Andy Tams and Alan Duffell



1



2

204

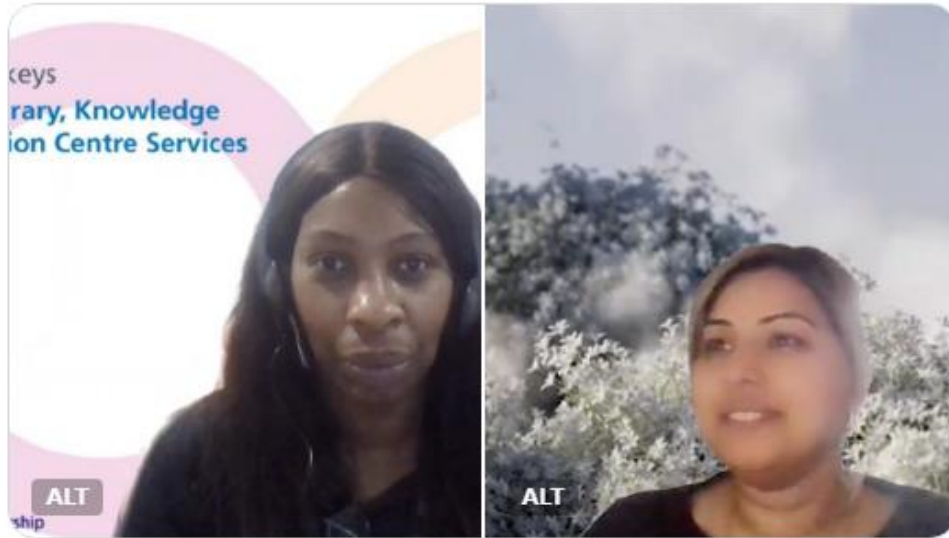




Manor Library @Health_Library · Dec 13, 2024

...

It may be December, but KNOWvember is always in season! Jacqui and Pryanka agree it's never too late to join the conversation and expand your knowledge. @JackWatkeys #KNOWvember24 #WALRCT24



Walsall Healthcare



1



1



3



361



Manor Library @Health_Library · Dec 4, 2024

...

While KNOWvember has concluded, knowledge mobilisation remains a year-round endeavour. Tim and Steph encourage you to continue engaging in discussions and expanding your knowledge base. #KNOWvember24 #WALRCT24



Walsall Healthcare and Walsall Together



1



2



236





Manor Library @Health_Library · Dec 4, 2024

...

KNOWvember may be over, but knowledge mobilisation is always in season! Katrina and Karam agree it's never too late to join the conversation and expand your knowledge. [#KNOWvember24](#) [#WALRCT24](#)



Walsall Healthcare



1

2

161



Manor Library @Health_Library · Dec 2, 2024

...

Want to connect with colleagues, learn something new and share your passions? Sign up for a KNOWvember conversation! Like Simon and Shedene, you could discover hidden talents and strengthen your team bonds. [@SimonEvans](#) [#KNOWvember24](#) [#WALRCT24](#)



Walsall Healthcare and The Royal Wolverhampton NHS Trust



1

3

210

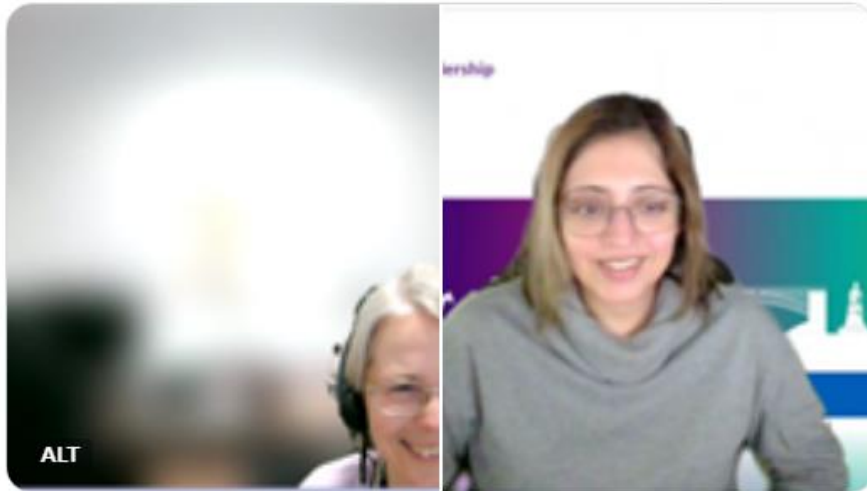




Manor Library @Health_Library · Nov 28, 2024

...

KNOWvember is a great way to connect with colleagues and learn new things! 😊 Liz and Bal shared their experiences and insights. Want to get involved? Sign up for KNOWvember today! @Bal_Riat #KNOWvember #WALRCT24



You



1



1



4



273



Alan Duffell @AlanGCPO · Nov 21, 2024

...

Just been for a coffee and conversation with Harriet here at @WalsallHcareNHS as part of our #KNOWvember24 organised by #WALRCT24. Thank you for taking time to chat, really insightful.



2



4



247





Manor Library @Health_Library · Nov 19, 2024

...

[#KNOWvember](#) was a great success! Hannah had a lovely chat over Costa with Dr McKaig about family, work and rugby (a shared interest) and learned some valuable insights about senior management. Another great [#WALRCT24](#) conversation! [#Mentorship](#) [#CareerAdvice](#) [#knowledgemobilisation](#)



Walsall Healthcare and The Royal Wolverhampton NHS Trust 🏥

💬 1

↻ 1

❤️ 2

📊 255

🔖 ⬆



KNOWvember Feedback....

I met with Christian Ward a few weeks ago. It was lovely to meet and to understand his role within the trust. I think it's so valuable to talk to people you otherwise might not get a chance to talk to and share experiences and have a deeper appreciation of job roles.

If you missed out in KNOWvember24, plans will soon be underway for KNOWvember25 sign up or look out for promotions nearer the time, hope you can join us!

Library and Knowledge Services

Tel: 01922 656920 ext: 6920 X @Health_Library

Website: www.walsallhealthcare.nhs.uk/library/

Email: wht.library.service@nhs.net

Walsall Healthcare NHS Trust, Walsall Manor Hospital, Moat Road, Walsall West-Midlands, WS2 9PS.

