



**Role of the humble brew in  
NHS quality improvement**

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# Why I Like RCTs

- ☛ Little or no cost
- ☛ No permission required
- ☛ Good outcomes from few participants
- ☛ Feels good and raises morale
- ☛ Doesn't take much time

**Just do it**

# Fancy a brew? Randomised Coffee Trials

KM Stories

📅 March 2, 2015

💬 Leave a comment

Find out how Liz Hedgecock at Health Education North West (HENW) helped improve

organisational networking and understanding by simply going for a cup of coffee. Liz explains the origins of the 'Randomised Coffee Trial' and her experiences of implementing a trial over on the [Health Education NW blog](#).

Participants found it useful to support links between departments, build internal relationships, improve communication and staff engagement within the organisation.

The blog post also provides some useful reflections for the future rounds and some useful follow up reading.



Image: (CC): <http://pixabay.com/en/coffee-cup-coffee-beans-coffee-cup-171653/>

<http://kfh.libraryservices.nhs.uk/knowledge-management/knowledge-management-story/>

These short videos in various languages explain how the Red Cross Red Crescent are using them globally via Skype.



[Spark Collaboration](#) from [Trackmind](#) on [Vimeo](#).

<http://www.gurteen.com/gurteen/gurteen.nsf/id/randomised-coffee-trials>

## Randomised Coffee Trial Lessons Learned

### What Went Well

- Positive feedback about learning about different Trust roles, problems and projects
- “Great Idea” & “useful meeting”
- Partial randomisation - everyone met someone new
- All would encourage others or attend again
- Follow up projects planned –
  - Investigating patient Wi-Fi
  - Additional support offered on Intranet project

### What Didn't Go So Well

- Poor turn out (10 people)
- Marketing didn't reach all audiences
- Misconception the event was about testing coffee
- Would like to have seen more clinicians

### Actions



- Plan another event for 6 months time
- Provide a longer notification period
- Work closer with Communications to promote
- Clearer aims with a new title “Knowledge Exchange”
- Investigate potential of more flexible format

### What Helped

- “Good cake”
- Event attended by different levels of staff from different departments
- Informal atmosphere
  - Café style layout
  - Small groups
  - Changed venue to seminar room

### What Hindered

- Perception of the value in the event or networking as part of job role
- Busy staff unable to be released from work area
- Misconception the event was about testing coffee
- Limited venue options in the Trust



School for  
Health and  
Care Radicals



Meet my RCT partner:

- ❖ Thea Moss
- ❖ Clinical Quality Consultant
- ❖ Alberta Health Care

- ☯ Mental health
- ☯ Dementia
- ☯ Staff Wellbeing
- ☯ Patient Safety
- ☯ Home First
- ☯ Learning and Leading Together
- ☯ MatExp

**Toolkit and forms to run your own RCT:  
<http://fabnhsstuff.net/fabchangeday/rct/>**

**#FabRCT #FabChangeDay**

# Marketing

High Quality,  
Safe Healthcare  
Quality People Sustainability

Warrington and Halton Hospitals **NHS**  
NHS Foundation Trust

You are invited to...  
Learn something new....  
share something of **you**...



Creating tomorrow's healthcare today

Warrington and Halton Hospitals **NHS**  
NHS Foundation Trust

## Randomised Coffee Trials

Can you spare an hour? Like to meet network, learn something new and share what you're working on?

RCTs are a simple, yet effective way to make new contacts and learn from others within the Trust.

Register: <http://goo.gl/WprjvH>



- ☛ Postcard invites
- ☛ Intranet
- ☛ Social Media
- ☛ Inductions
- ☛ Personal contacts

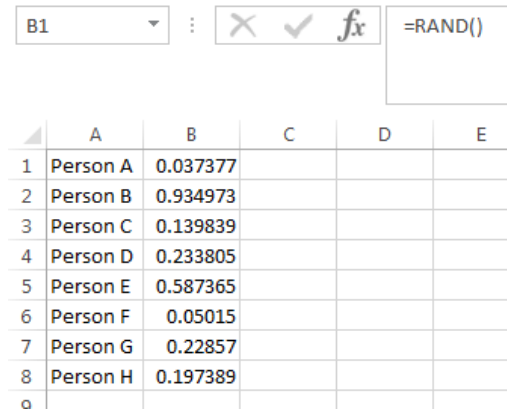
**Face to Face  
promotion is best**



# Randomisation in Excel

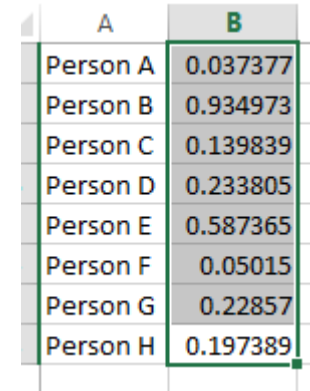
1. Type all **names** into **Column A**

2. In **Column B** type **=RAND()** in the function box and paste function in each of the cells(a random number will appear in the box)



The screenshot shows the Excel function box with the formula `=RAND()` entered. Below it, a table is displayed with names in column A and random numbers in column B.

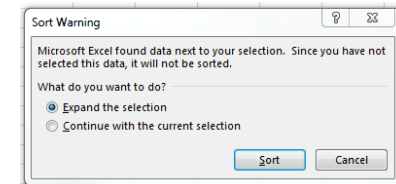
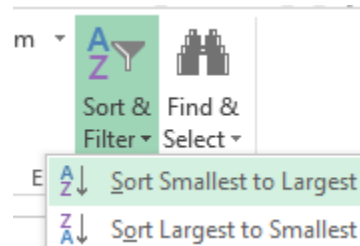
	A	B	C	D	E
1	Person A	0.037377			
2	Person B	0.934973			
3	Person C	0.139839			
4	Person D	0.233805			
5	Person E	0.587365			
6	Person F	0.05015			
7	Person G	0.22857			
8	Person H	0.197389			



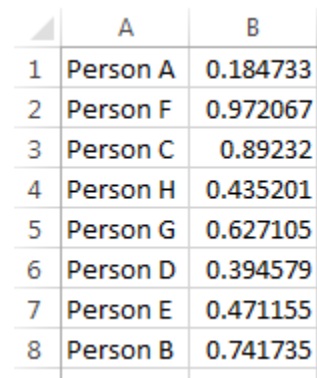
The screenshot shows the same table as above, but with column B highlighted in green, indicating it is selected for sorting.

	A	B
1	Person A	0.037377
2	Person B	0.934973
3	Person C	0.139839
4	Person D	0.233805
5	Person E	0.587365
6	Person F	0.05015
7	Person G	0.22857
8	Person H	0.197389

3. Highlight Column B and **Sort Smallest to Largest** and **Expand the selection** and click **Sort**



4. Column A has now been randomly mixed and pairs created



The screenshot shows the result of sorting column B. Column A now contains a random mix of names, and column B contains the sorted random numbers.

	A	B
1	Person A	0.184733
2	Person F	0.972067
3	Person C	0.89232
4	Person H	0.435201
5	Person G	0.627105
6	Person D	0.394579
7	Person E	0.471155
8	Person B	0.741735

<p><b>Summary of outcome and impact</b></p>	<p>I arrived for my 30-minute slot with no idea of who I would be meeting. Coffee &amp; cake were available and I was assigned my 'buddy'. There weren't many people there but the room was inviting and welcoming.</p> <p>I was intrigued by the advert for the Randomised Coffee Trials and was very interested to see how it was set up and who I would meet. 'Buddy's' had been preassigned by Sue Smith and we both sat down with a little trepidation. The coffee and cake certainly helped to 'break the ice'.</p>
<p><b>Immediate Impact</b></p> <p>(including quotes)</p>	<p>Di and I hit it off immediately. We introduced ourselves and gave a brief description of what we did and where we worked. We were both very interested to learn about each other's jobs and how they fitted into the whole working of the hospital. Half an hour wasn't really long enough and we did go over our allocated time-slot but arranged to meet again in the near future.</p> <p>I would completely agree with Stella's comments. It was really good to meet someone from the 'sharp end' of the hospital and we did hit it off straight away. We did rather have to be stopped chatting as we found each other's role really interesting. We felt that we could share ideas and thoughts in the future and agreed to meet up again.</p>
<p><b>Probable future Impact</b></p> <p>(including quotes)</p>	<p>Since our initial meeting we have met up once a month for a coffee and catch-up. We have swapped ideas and done a bit of brain-storming but have also developed a close friendship, finding that we have quite a lot in common, so we don't always spend a lot of time talking about work! From my point of view it has been very informative to get to know someone from the IT Department and I hope Di has found my feedback useful from her perspective.</p> <p>I have really enjoyed meeting Stella once a month for a coffee and our discussions have been very wide ranging and not always work centred. We have become firm friends and this has helped with work as we both now have someone 'on the other side' to contact if we have a question or problem. I would like to thank Sue for 'pairing' me with Stella 😊</p>

<http://kfh.libraryservices.nhs.uk/value-and-impact-toolkit/kfh-impact-tools/>