

Case Study: North West London - Keeping Well Conversation Cafes (CC)

- These provide a structured space for reflection and sharing experiences with colleagues using a liberating structure format.
- For 3 of the questions each participant has the opportunity to respond without interruption and also listen to colleagues.
- One of the questions is an open discussion. Questions asked:
 - How are you feeling about the events that have taken place recently?
 - What problems and opportunities have you experienced in our system, which enable or hinder your ability to do your job safely?
 - What can we do to make our workplace culture better for patients and staff?
 - What can we learn from the recent events?

Analysis from 50 employees from across 20 teams found that:

- ✓ 92% agreed to some extent that the CC had helped them to make sense of their experiences.
- ✓ 82% agreed to some extent that the CC helped them to become more self-compassionate.
- ✓ 68% agreed to some extent that the CC helped them to focus clearly on the duties related to their job role.
- ✓ 78% to some extent that the CC helped them to feel more valued in their role.
- ✓ 90% agreed to some extent that the CC helped them to feel a sense of connection to their colleagues.
- ✓ 86% to some extent that the CC helped them to feel more resilient.
- ✓ 82% to some extent that the CC helped them to feel more at ease with decisions that were taken or adaptations they had to make to their practice during COVID.