

NIHR CLAHRC West

Collaboration for Leadership in Applied Health Research and Care West

Involvement opportunity

Good quality, safe patient care, is linked to how engaged hospital staff feel and whether they are involved in improving their working environment.

A team at University Hospitals Bristol NHS Foundation Trust (UH Bristol) has designed a website (The Happy-App) that staff can use to rate their moods and raise issues that are frustrating them at work. Ward leaders can then see the mood of their staff in real-time and can respond to the comments, give them feedback and try to fix the problems raised. It is also a useful way for staff to share things that have gone particularly well and to suggest ideas. The Happy App is currently being trialled in nine areas in the Trust. Now the project team want to apply for research funding to understand how it can affect the flow of patients through the hospital and the delivery of high quality patient care and to see how it could be used in other hospitals. We would like to involve patients and the public in developing these ideas and get ideas about how we can engage them in the research. If you are interested in giving your views we would really like to hear from you, either by email, phone or at an informal meeting on **Tuesday 22nd March at 6pm-7pm at Tutorial Room 3, UH Bristol Education Centre, Upper Maudlin Street, Bristol, BS2 8AE.**

Is how we feel linked to the quality of care you receive? We are looking for people to get involved in our "Happy App" discussion.

To take part please contact Stephanie before Monday 21st March

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More background

The Happy App was designed by staff at UH Bristol to encourage colleagues to actively engage with their managers in improving their working environment and standards of patient care. The Happy App encourages staff to express how they are feeling by anonymously clicking on a happy, neutral, or sad face during their shift. They can then choose the category that most closely fits the reason for their mood (e.g. equipment, team working etc.) and add a comment to give more details. Local managers, such as the ward leader or the matron, can access this information and address any issues

raised, or escalate them to a higher management level if necessary. The Happy App was initially trialled in the Bristol Royal Hospital for Children Emergency Department (CED) and an adult Surgical and Trauma Assessment Unit (STAU) using a basic spreadsheet. Over 6 months the team looked at the number and content of comments entered by staff and got feedback from users and local managers. Based on this feedback a website version was developed which was launched in September 2015 and is currently being trialled in 9 departments across the Trust.

The team now want to undertake a research study to evaluate whether the Happy App can also be used in other hospitals to improve staff engagement and the quality and safety of patient care. The research will establish whether the real time staff feedback can act as an early warning sign for possible problems with patient care, and if these problems can be prevented earlier on. The study will look at hospital data for staff and patients, both before and after the Happy App is introduced and will compare it with areas that do not use the app. The team will also conduct interviews and observe the use of the Happy App to understand how staff engage with it and identify any barriers to its use.