CAPTURING PARENT EXPERIENCE

Using Emotional Touchpoints to facilitate Appreciative Inquiry (AI) conversations with families on the Neonatal Unit

EXPERTS BY EXPERIENCE

Different to typical feedback:

- Happens during the hospital stay
- Conversation based rather than forms
- The family/individual pick the topic (touchpoint) card
- There is always a blank card so they can choose a different topic

- They then select words (or images) to help talk about their chosen topic
- Together we explore what factors contributed to this eg environment, resources communication, behaviours

Welcome	Valued	Calm	Exhausted	Helpless	Anxious
Safe	Grateful	Cared for	Emotional	Overwhelmed	Lonely
Hopeful	Supported	Included	Not OK	Powerless	Confused
Heard	Connected	Happy	A bit silly	Trapped	Guilty
Comfortable	Encouraged	Fragile	Awkward	Unsupported	Lost
Tired	Joyful	Involved	Mis-understood	Missing out	Fearful
Respected	Surprised		Numb	Side lined	Disconnected
Confident	Equal	Relieved	Sad	Scared	Cheated

LISTENING IS AN ACTION ITSELF

"I thought that I was doing it for the unit but really it helped me!"

"It helped me to find the words to describe parts of my experience that I have not said out loud until now"

"I can see how far we have come, we spend so much time living moment to moment, feed to feed, test to test, it was good to pause and think back"

"Having the space to talk really helped me to then share it with others too"

Parents' reflections on AI conversations

CELEBRATE

What happens next...

- Staff certificates with parent words
- Posters with positive stories on
- Included on Trust Patient Experience Platform

"So lovely to hear I made a difference to parents. Because it is more than just thank you it helps know specifically what to keep doing more of."

"When you read things from the parent perspective it makes you really think, I will do some things more intentionally now I know how much they mean."

WHAT WE FOCUS ON GROWS

COPRODUCTION

These new ideas help to redesign current resources and ways of doing things and create new ones too

Some examples of this include: new cot boards, admission bag & leaflet, information padlet and Journey Folder.

EXPLORE

In staff meetings, workshops and in parent sessions we reflect on specific or themed feedback using other AI tools eg Stories Have Legs

What stands out for you?

What are you wondering about?

What could we hope for?

What one small thing will you do differently?

Generates new ideas and possibilities

SHARE What Matters To Me

To help the team to see things through the eyes of the parents: shared in newsletters, educational videos, themed posters & word clouds

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