

Hello my name is
...



Hello my name is

- Who are we?
- Why does it matter?
- What difference does it make?
- What difference will it make?
- Do we want to make a difference?



Person Centred Care

- Presence
- Empathy
- Time

We should

GOOD PRACTISE

- Introduction
- Explanation of role
- Establish understanding of the situation.
You are in the X-ray department, your doctor has asked me to perform a scan today. Have you had this procedure before? Do you have any questions before we start?

We should not

POOR PRACTISE

- Do not assume a previous examination will mean they have understanding of the procedure today
- Do not disregard family members and carers investigate if there are any barriers to understanding or cooperation that needs to be taken into account
- Speak directly and maintain eye contact



Tom and Isabelle

- Isabelle is 9 years old
- You may recognise her dad 😊
- She injured her herself and was referred for an X-ray
- There was no introduction
- No explanation
- The radiographer only spoke to her dad.



Get out your trumpets

- We are only as good as our last interaction
- We need to be to catalyst to raise our profile
- Telling your people what you are increases the likelihood they will mention this when in conversation with others
- Bang your drum! we are an amazing group of AHPs let us make some noise about it.



Friends and family

- Give out your friends and family cards to get back feedback
- If you have made an impression this will be seen by your employer



Get involved

- Outreach programmes highlighting a career in radiography.
- Joining a board of trustees at your hospital
- Share your audits, research, departmental changes with AHP forums



#hellomynameis

References

- 'Hello my name is' Granger 2013
- The Health Foundation's 2014
- The Care Quality Commission (CQC) Regulation 9
- World Health organisation (WHO) iris.who.int

Many thanks for listening

