Ideal Ward Round;

Transcript – Setting the scene

Ward Nurse: *Emma? Emma? It's time to get up...Emma? Emma? Emma? It's time to get up. It's time to get up it's your ward round just follow me when you are ready. Get yourself up, take your time.*

Service user: being in your pyjamas one day and the next day everyone's all formal and...Do you know what I mean -like? It is quite a strange dressed like a psychotic person with...pyjamas, dressing gown and coat over the top.

Service user/carer: but, no I don't I don't think we were told...what they were for. I presumed they were playing catch-up.

Service user: I think somebody explained it to us, but I don't think I was of a sound state of mind at the time.

Staff member: As a staff member it's quite a key point where you can get lots of people together in a room who were involved in that person's care.

Service user carer: I wonder at some stages whether the ward rounds were there for the benefit of the patient and the carers or for the benefit of the staff or the consultant.

Staff member: It's important for them and I can see how they want all those people in the room at times but equally I can see why sometimes they want people to leave.

Service user/carer: The thing I find most difficult about a ward round is the number of people that are there, often in a very small space. So you feel kind of hemmed in.

Staff member: Some people when they walk in a room and they might see seven people in a room and go WOW! Who are all these people and I don't know who you all are.

Service user: If I then had to go into a ward round and you were leadin' the conversation and you were dressed in a suit and tie, that would be very uncomfortable for me because you've previously

seen us like...in the most informal dress you can...you can imagine pyjamas you can't get more informal than pyjamas can you? And that's why it's intimidating I think.

Service user/carer: One of the other things I find a bit irritating I have to say, is somebody is sitting there typing away on a computer. I just find it a bit intrusive.

Service user: The reason it's weird is because there are certain people...not normally you, that I would allow to see us in my pyjamas; me Mum, me friends, me neighbours, the postman and all those groups of people. But you wouldn't go to work in your pyjamas and you wouldn't go at the doctor's in your pyjamas and you wouldn't come here...and do you know I mean? So for the doctor to see you like that...it's very...um...what's the word I'm looking for? Exposing.

Consultant: *Okay Emma, do you want to tell me how your week has been?*