



Snakes and Ladders: Conducting Action Research in Contemporary Healthcare Practice

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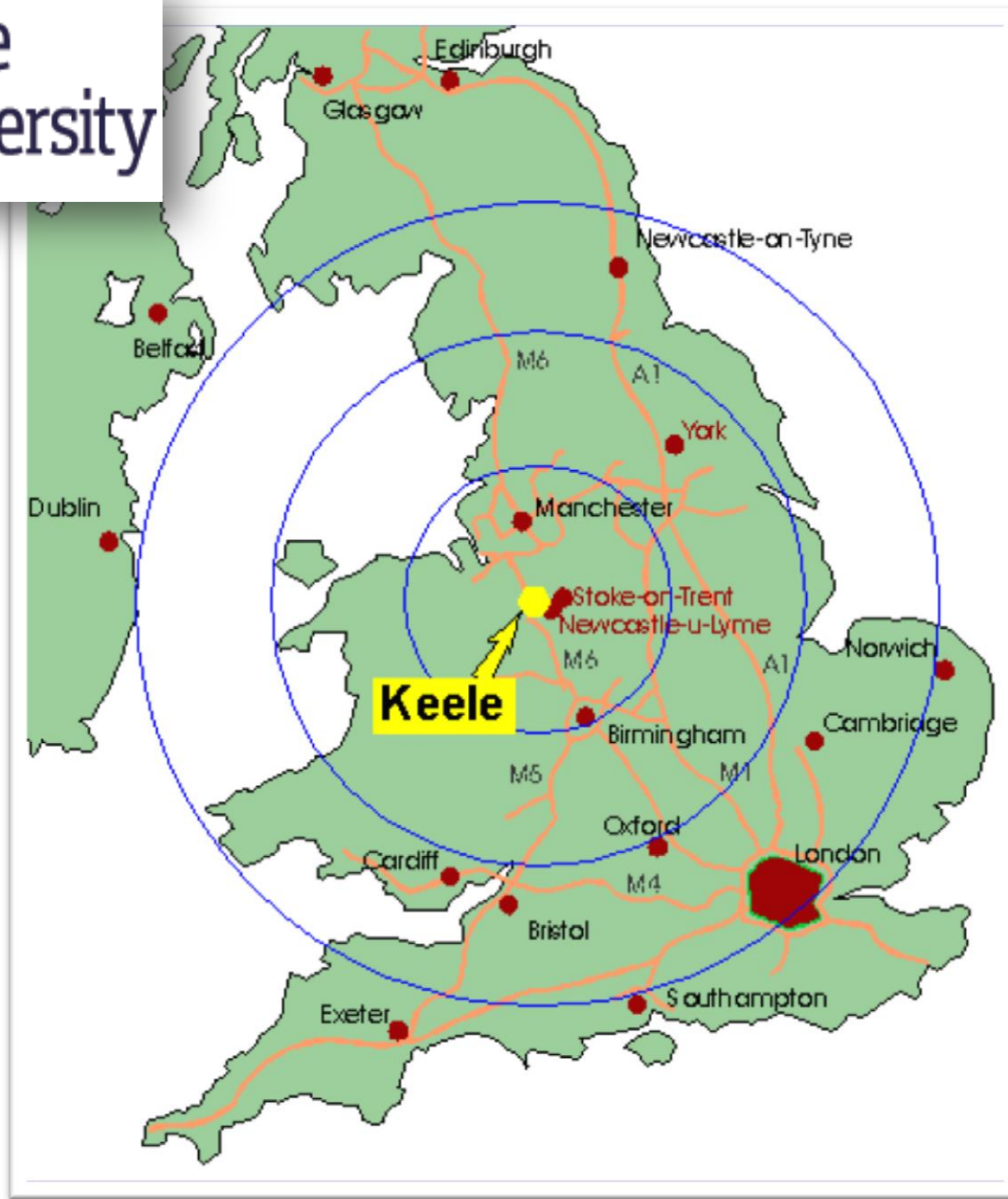
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Keele University

- Campus University
- Ranked first for student satisfaction (National student Survey 2015)
- Staffordshire is near to cities North and South - accessible to Manchester, Birmingham and London
- 97% of our research was deemed world-leading, or of international importance, in the 2014 Research Excellence Framework



Aims are to...

- Provide the background and rationale for this work
- Introduce the context in which this PhD project is being conducted
- Describe the challenges of trying to conduct PAR in this contemporary healthcare setting

‘Healthcare is everybody’s business’



My Journey...Towards the PhD

MSc – Children:
Critical Perspectives



Experience in MAU
& Cardiac Arrest Team



'Sudden Death' Chapters



PhD

PAR study to improve
support provided to
children and their families
when visiting relatives in
hospital

Research question

A Participatory Action Research (PAR) study to improve the support provided to children and their families when visiting adult relatives in hospital.



The Invisible Visitors - Ladder

Often *not included* in conversations at the hospital.

Leads to an increase in *anger and fear*.

Need information, reassurance, expression of feeling and the opportunity to be *involved*

Often *poorly informed*, unaware that death is anticipated, *poorly prepared*.

Study 5-15 year olds – questions to doctors were *seeking* reasons and cause for death (Thompson and Payne, 2000)

Consultation and Inclusion – Ladder

- Contact was established with the West Midlands Medicines for Children Research Network (MCRN) User Involvement Coordinator:
 - who asked the Young Persons Advisory Groups if they would provide consultation for my PhD research proposal
 - Two consultations were held and they were asked to discuss past experiences, their suggestions of what is required by children visiting adult relatives in hospital, communication and my research proposal.

Encounters with nurses/doctors

They sat down and talked to me, saying he (relative) was going to be alright. It made it easier when I had my mum with me

We felt in the way

They did not have time to talk to us



They were rude and showed no compassion

Hospital experiences

Several young people had visited relatives in hospital. All were elderly and mostly Grandparents

Few had had explanations from medical staff about their relatives condition

Three had had no explanation from relatives or staff



What did not help

When they said I
couldn't go in

Leave you waiting outside
getting panicked



Nobody spoke to me
about where to go

Context - NHS

- Resistant to change
 - Organisational structure - hierarchical
 - Hidden agendas and political targets
 - Roles and boundaries
- Francis and beyond
 - Considerable stresses
 - Structural changes
 - Culture of self preservation
 - Culture of organisation preservation
 - Healthcare highly political

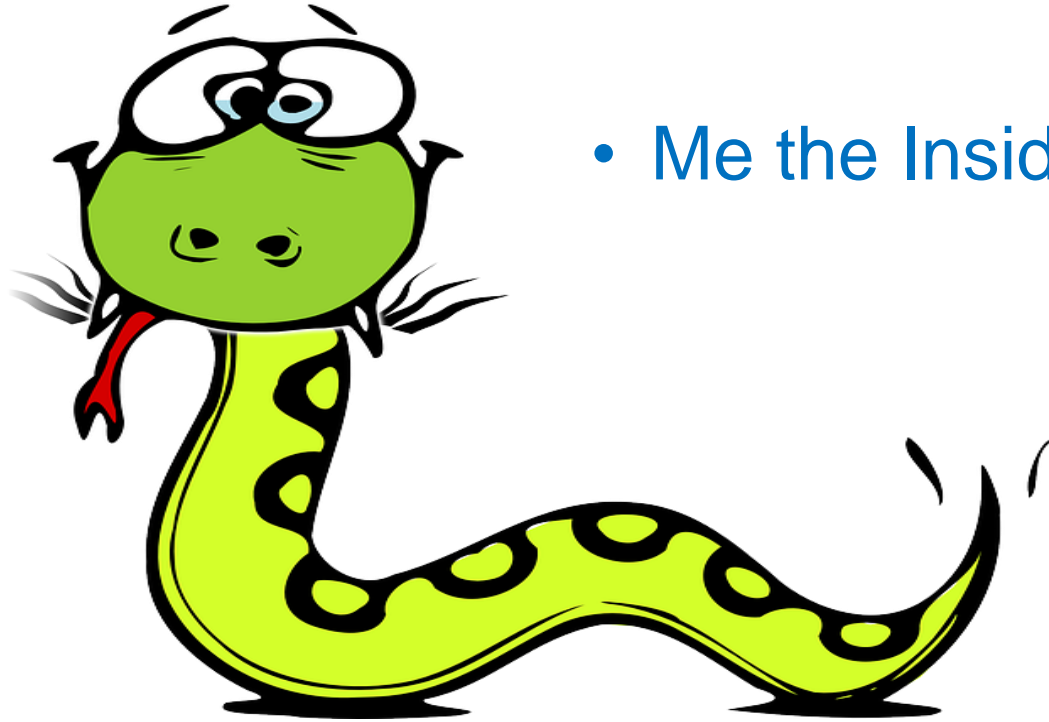
Context - Me

- Me the **Insider**

- Me the Outsider

Focus Groups

Context - Me



- Me the Insider

- Me the Outsider

Participation with local young people – Ladder

- An unexpected development
- Exciting
- Successful Focus Group
- Want participation
- Participation hindered



On reflection...

Engagement of children and young people in research is an important and expanding area.

Care must be taken in relation to research design, the research process, and the preparation of those children and professionals involved.



Thank you for Listening.

Any questions ?



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