

A cup of tea with ACP

What: Planning an information stall

Have a cup of tea and talk about ACP. Set up a stall in the hospital offering an opportunity for people to stop and have a chat about ACP, and grab an information leaflet or other resource.

Why/rationale: To raise awareness of ACP among the health workforce and consumers. Align activity with Advance Care Planning Day.

Who: Taranaki District Health Board

Benefits/value added:

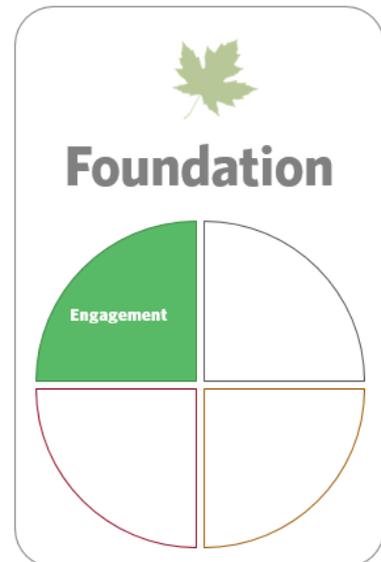
- Visitors/patients coming to the hospital and staff have the opportunity to have a cup of tea and talk about ACP.
- People in the community visiting the hospital are made aware of ACP.

Risks/challenges:

- Visitors and patients will not want to stop and discuss ACP.
- The hospital will not have a suitable site for setting up the ACP stall.
- The ACP facilitator will not be able to get enough people to 'man' the stall.

Steps: How this looked on the ground

1. Met with DHB ACP advisory group and gained agreement on activity to be undertaken.
2. Considered national awareness-raising campaigns that this activity could link into, eg, Advance Care Planning Day, Patient Safety Week, etc.
3. Considered different locations within the hospital where there would be lots of consumer traffic, enough space to set up and run a stall, and a power supply for hot water.
4. Considered the timing of the activity to maximise foot traffic (visiting hours, outpatient clinic hours, staff tea and lunch break times).
5. Approached the DHB communications team for approval to host a stand. Asked them to support the activity by promoting it through internal and external communication channels (tweets, take photos for Facebook posts, etc).
6. Set a budget to cover all the resources required for the stall (table hire, table clothes, banners, posters, ACP resources, balloons, table decorations (leaves and stones), cups, consumables, urn for heating water).
7. Approached a local café in the area to ask if it would support the event by donating tea/coffee, milk, etc
8. Made the food outlets within the hospital aware that the stall would be offering free tea and coffee for the day.
9. Invited consumer advisors from DHB ACP advisory group to man the stall. Created a roster ([see example](#)). Sent out calendar invites as a reminder of the commitment.



10. Sent a brief to rostered people outlining the purpose of the day, including what they are supposed to be doing and the key messages to be used.
11. Invited the executive management team to come for 'a cup of tea'. Arranged for the hospital photographer/communications team to take photos of the stand and volunteers.

Outcomes to date:

The front desk (reception) within the main entrance to the hospital has requested a supply of ACP information packs, as there is now a high volume of people coming to the front desk asking about ACP.

Future opportunities:

This initiative will be undertaken annually in the main entrance for ACP Day. To reduce the cost, existing resources can be reused (table cloths, banners, etc). Taranaki DHB is considering other opportunities to use this type of stall because it is such a versatile way to promote ACP – a tea stand can be set up nearly anywhere.

Similar examples from others:

After running similar stalls inside the Auckland Hospital and Greenlane Clinic for a couple of years, Auckland DHB took it out to the community. It ran a stall at a Saturday morning market. Similar steps to Taranaki's were taken in preparing and running the market stall except that it:

- considered DHB policy in hosting a stall in a public place
- approached St John to support the stall with volunteers in exchange for St John promoting itself too.

Things to consider:

Make the stall eye-catching with colour and posters.

Think about how you set up the stall to make it inviting – don't place stall-holders behind a desk or table. Ensure enough space for conversations without blocking walkways. Make it possible for someone to figure out what it is without having to ask (the opportunity to browse without having to engage).

Recruit volunteers from other partner organisations like NGOs and hospice.

Train stall volunteers on how to engage with people walking past, having a short introduction to ACP, pointing people to more information, safety in handing hot beverages.