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# Dr Kate Granger brings her #hellomynameis tour to West Cumberland Hospital

Posted on Tuesday 23rd June 2015

Staff at North Cumbria University Hospitals Trust were delighted to meet Dr Kate Granger today as part of her national tour in West Cumberland Hospital, Whitehaven.

Dr Granger is the founder of the #hellomynameis campaign, which has gathered incredible momentum since the national launch in February 2015, attracting support from over 100 NHS organisations and significant media attention. It has even reached across the globe to hospitals in America, Australia, Canada and Europe.

The campaign was created by Kate, a young hospital consultant from Yorkshire who works in elderly care, in order to improve patient experience. Kate, who is a terminally ill cancer patient, became frustrated by the number of hospital staff who failed to introduce themselves to her when she was an inpatient. Her campaign, which started on social media platform Twitter, has inspired staff in a variety of roles including nurses, doctors, therapists, receptionists, porters and domestics.

#hellomynameis is simple – reminding staff to go back to basics and introduce themselves to patients properly. Kate firmly believes that a friendly introduction is about far more than just common courtesy but rather human connections, therapeutic relationships and building trust with patients.

Kate has now been awarded an MBE for her services to the NHS and improving care. On her tour, Kate accompanied by her husband Chris Pointon, is visiting 15 healthcare organisations over a week long period. The tour will see them cover over 1600 miles across England, Wales and Scotland to meet NHS staff.

Kate said: "To keep up the momentum, Chris and I decided it was important that more NHS staff were able to hear my story in person, so we came up with the grand plan to go on tour. It is very exciting to be able to meet people from all over the country and spread the #hellomynameis message further."

Staff from across the organisation came to meet Kate in West Cumberland Hospital today, including Gail Naylor, executive director of nursing & midwifery who invited Kate to Whitehaven via Twitter. Gail said: "I was absolutely delighted and honoured to be able to welcome Kate to West Cumberland Hospital today to meet our staff.

"Kate has really struck a chord with her campaign and it was very inspiring to hear her talk today both as a healthcare professional and as a patient herself.

"The campaign is about high quality communication and always treating people with respect and dignity which forms a key part of our Trust's core values. From the moment our patients walk through the doors of our hospital, they should feel confident in our care which starts with something as simple as an introduction and a smile."



Dr Kate Granger with staff at West Cumberland Hospital



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