



CASE STUDY



AT A GLANCE...

- Oxford Hospitals Charity (OHC) supports the Oxford University Hospitals which is a world renowned centre of clinical excellence and one of the largest NHS teaching trusts in the UK.
- They have four hospitals, including the John Radcliffe Hospital as well as a Cancer Centre, Children's Hospital and an Orthopaedic Centre
- OHC receives vital support from donations, fundraising and gifts in wills.



Q1. WHY IS STAFF WELLBEING A FOCUS FOR YOU AND WHAT MADE YOU DECIDE TO OFFER SMILE BOXES TO YOUR STAFF?

It is no secret that the NHS is extremely stretched in this current climate. As an NHS charity we often see firsthand the impact this has on the wellbeing of staff in our hospitals.

We wanted to show them that we care and that we are grateful for everything they do to support our loved ones, and this is where the idea of the wellbeing box came about. Through the kind donations of others, we worked with Smile Box to develop a special wellbeing box that would go some way to help brighten their day!

Q2. HOW DO YOU FEEL THE WELLBEING BOXES BENEFITTED YOUR STAFF AND PATIENTS?

The staff absolutely love them – we have constant comments about how much they have made a difference, not only that we also receive many emails weekly requesting more!

It's been such a success that we have extended the scheme to support vulnerable patients and their families, with a particular focus on cancer patients and Paediatric Intensive Care. These thoughtful and practical resources make a very real difference when patients and parents need it most.

Q3. HOW LIKELY ARE YOU TO USE SMILE BOX IN THE FUTURE OR RECOMMEND THEM TO OTHERS?

100% likely – There are not enough words to describe how incredibly wonderful the Smile Box team are to work with and we plan to work with Smile Box on an ongoing basis.



We looked at other companies in the beginning, but none of them compared to the flexibility and attention to detail that came with the Smile Box service.

The experience is professional, personal, and extremely efficient. The team have taken so much time to listen to our many visions. They choose every item with care and spectacular attention to detail.

We trust Smile Box whole heartedly, and that is why we keep coming back. Smile Box are a very special find.



**HAZEL
MURRAY**

OXFORD HOSPITALS CHARITY
HEAD OF PROGRAMME



FEEDBACK FROM STAFF



"This was our first time receiving a gift & we were really pleased. The hot chocolate & tea bags were a lovely treat. We loved the 'unwind' air doh, the lovely smell of lavender was great & calming. We also loved the therapy balms.

Everything in the box was great, a real nice assortment of gifts for us to try, especially after a busy day, very calming. A big thank you to you all."

CELLULAR PATHOLOGY TEAM



“It was a really nice surprise and it really made everyone on the ward smile. It's a huge pick me up in these trying times. We all greatly appreciate the gifts.”

REHABILITATION NURSING DEPARTMENT

