



CASE STUDY



AT A GLANCE...

- OHC aim to make a difference every single day for patients and staff across their hospitals.
- They have 4 Hospitals, 1 Cancer Centre and an Orthopedic Centre
- OHC receive vital support from donations, fundraising & 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. The hospitals are understaffed, and staff are overstretched, exhausted and suffering with low morale. As the official charity for the Hospitals covered by the OUCH trust, we see it first hand on a regular basis. Following covid this was highlighted even more, and this is where the idea of wellbeing box came about. The staff are often given food and cakes, and the charity wanted to offer something different, that would be welcomed! What could be better than a box of goodies that can brighten your day in more ways than one?

Q2. HOW DO YOU FEEL HAVE THE WELLBEING BOXES BENEFITTED YOUR STAFF AND/OR 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!

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.

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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

Oxford Hospitals Charity

REGISTERED CHARITY NO. 1175809

"This was our first time receiving a gift and 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. 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

