

PEN Awards

September 2026

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It Started with a Question

Could recognising a familiar language could help someone feel more comfortable?



Badges for staff who speak another language

An opportunity to celebrate the many languages spoken by hospital staff and the community

To assist in communication and improving hospital experience for patients, families and visitors

Strengthening connections and relationships between colleagues

Partnering Together



Gloucestershire Hospitals
NHS Foundation Trust



Young
Influencers



Cheltenham
Gloucester
HOSPITALS CHARITY



Gloucestershire Hospitals
NHS Foundation Trust

- Identified opportunity
 - Designed the concept
 - Gathered Feedback
 - Produced Badges
- Refined the concept
 - Funded the equipment
 - Continues to support the project
- Feedback survey
 - Marketing Materials
 - Implementation
 - Facilitates youth engagement

We've Created....

Say "Hello" in Any Language



The Power of Youth Voice



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The Impact in Numbers

600+ Badges

54 Languages

40+ Departments



The Greater Impact



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"I think this is really great and helpful for patients!"

"I think it's an excellent initiative as I know from experience that it can provide great comfort to people from overseas, or in this country but unable to speak English"

"It means how proud I am to show people my Nationality"



"I'm proud of my background and being bilingual and the badge visually represents a part of who I am."

"opportunity to create a positive way to connect with both colleagues and members of public"

"it feels very gratifying to see the patients sigh with relief"

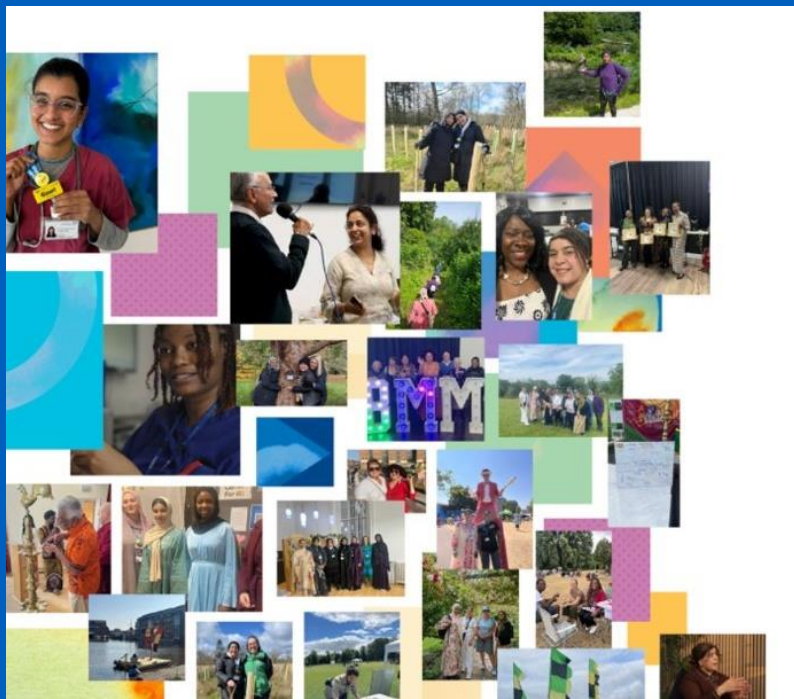
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Sustainability & Sharing

- Young Influencers fundraising for project to continue & grow
- We have and will continue to share our project learning and how we implement it
- Help other NHS organisations replicate and adapt for their own communities



The Bigger Picture



- 'Hello My Name Is'
- Celebrating community
- Recognising Value
- Understanding
- Listening
- Working together to make a difference

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Asante

Thank you

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Salamat

Gracias

谢谢

Merci

Dziękuję

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