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University College Cork, Ireland
Coláiste na hOllscoile Corcaigh

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Time for SerendipiTEA

Mercy University Hospital
Compassion Excellence Justice Respect Team Spirit

What is it?

SerendipiTEA is a randomised coffee trial. Through this initiative, staff from MUH and St. Michael's unit can volunteer to be paired with another staff member. When paired, they can arrange to meet and talk about their work, or anything else they would like to discuss — perhaps over a nice cup of tea or coffee.

How is it going?

SerendipiTEA was run for the first time in March 2025 and was a great success. 14 staff members from a wide variety of departments and levels participated, all of those who submitted feedback reported having a positive experience. Initiatives like this have been run regularly in the UK by the NHS, which has found that "randomised coffee trials help build relationships, improve communication, encourage collaboration and share knowledge and ideas".

What did participants think?

"I enjoyed meeting with a colleague from MUH. I found it interesting to learn about their role, particularly as it is so different to mine. It gave me insight into an area of the health service that I have not worked with directly. SerendipiTEA is an excellent way to network."

"I really enjoyed it. It pushed me outside my comfort zone. I was very energised after it, it gave me a greater appreciation of not only other services but my own also."

"I will encourage staff in my department and my peers to engage with SerendipiTEA if it is rolled out again."

Paul Breen, Mercy University Hospital, Cork Librarian | Liis Cotter, Adult Mental Health Services, Cork Librarian