

“We’re all in this together”

Holding Schwartz Centre Rounds in a Community Trust

Introduction

Worcestershire Health and Care Trust: main provider of community and mental health services across the county, serving a population of 560,000 across an area of almost 500 square miles and employing nearly 4000 staff.

Schwartz Center Rounds (SCR) introduced in October 2015. Monthly Tuesday lunchtime round, single site in the county. SCR are a multi-disciplinary form to allow staff from all roles to come together to discuss the emotions faced when doing the jobs we do.

Publicity: e-mail, monthly electronic team brief, screen saver, scrolling banner, flyers, posters, word of mouth, presentations (local and trust-wide)

Standard post-round feedback forms used

More understanding regarding impact was wanted

Focus groups held after 9 SCR – non-probability self-selection sampling used – volunteers requested via e-mails using contact details from sign-in sheets

Results

24 people (out of the 91 invited) participated in 5 focus groups. Groups were recorded, transcribed and following open coding a thematic network was developed.

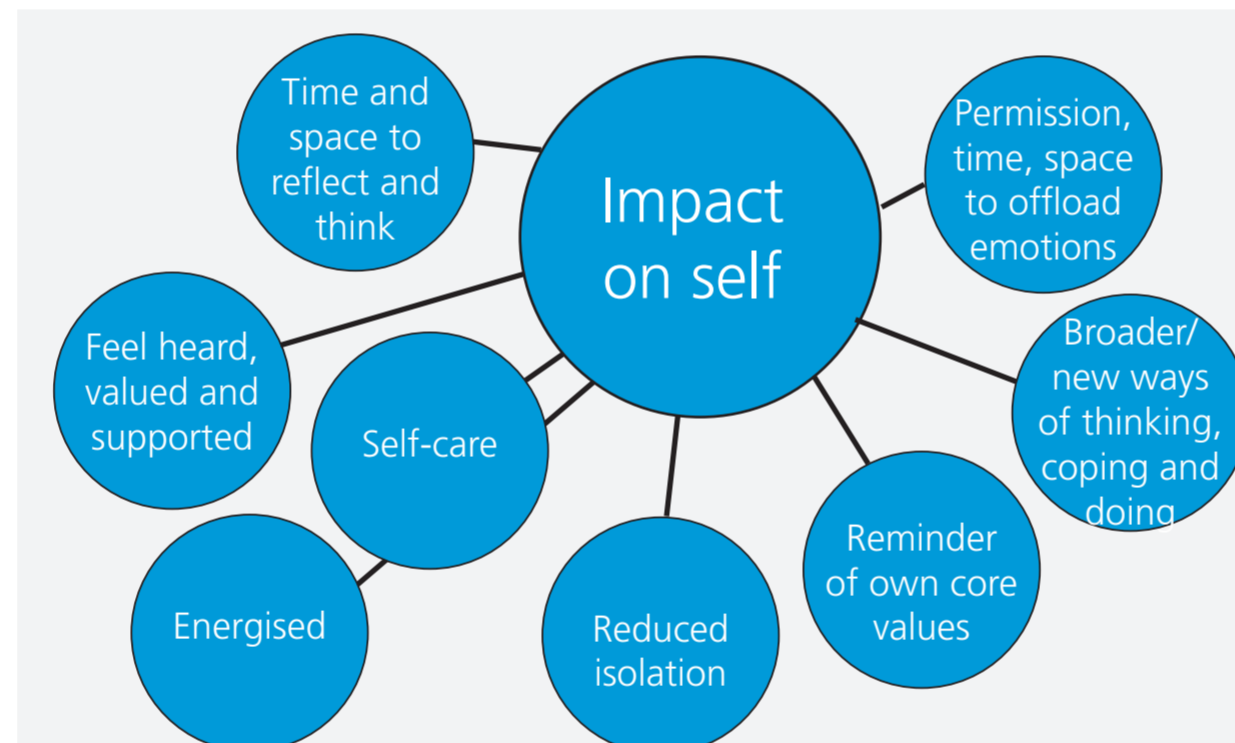
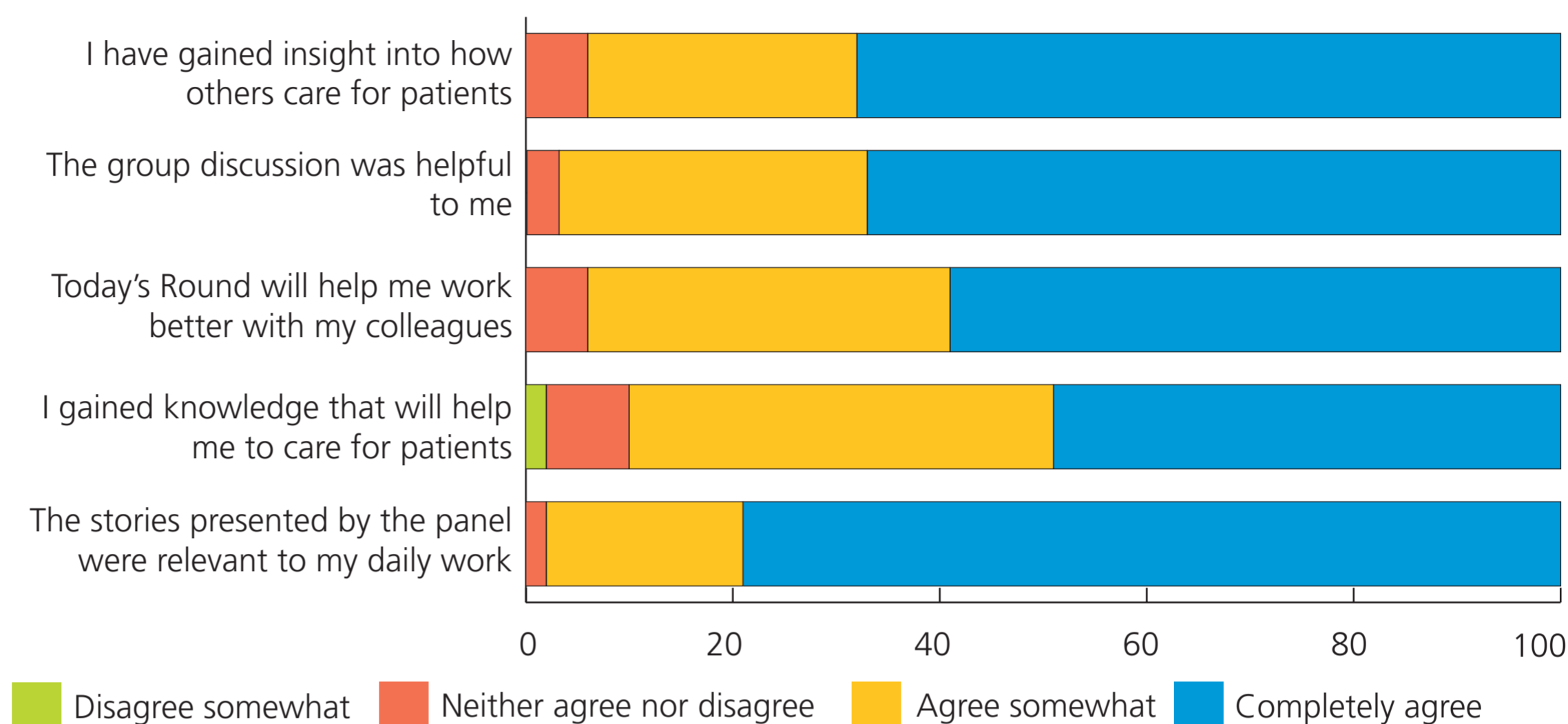
Conclusions

SCR have a positive impact on staff within a community trust. The involvement of senior leaders in the organisation was valued. Word of mouth was felt to be the most effective publicity.

Main barrier to attendance is time: particularly travel time to the venue. More facilitators are being trained with the aim of holding SCR on multiple sites.

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Feedback from the first 6 months of SCR

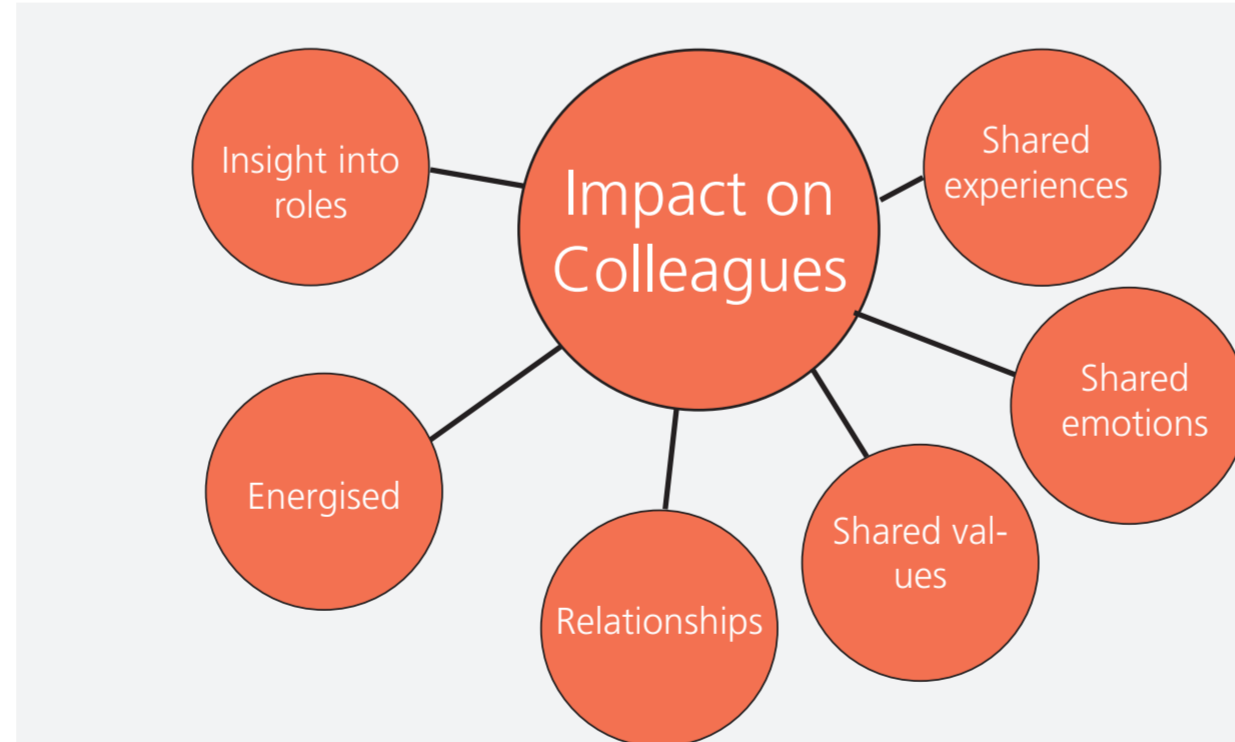


For community staff there was support for emotions and lone working

“It gave me a safe, safe place to go with stuff that I actually appreciate having time to talk about” [Participant, Focus Group 3]

“I came away feeling part of a larger team – you were all kind of working for the same agenda in slightly different ways.” [Participant, Focus Group 2]

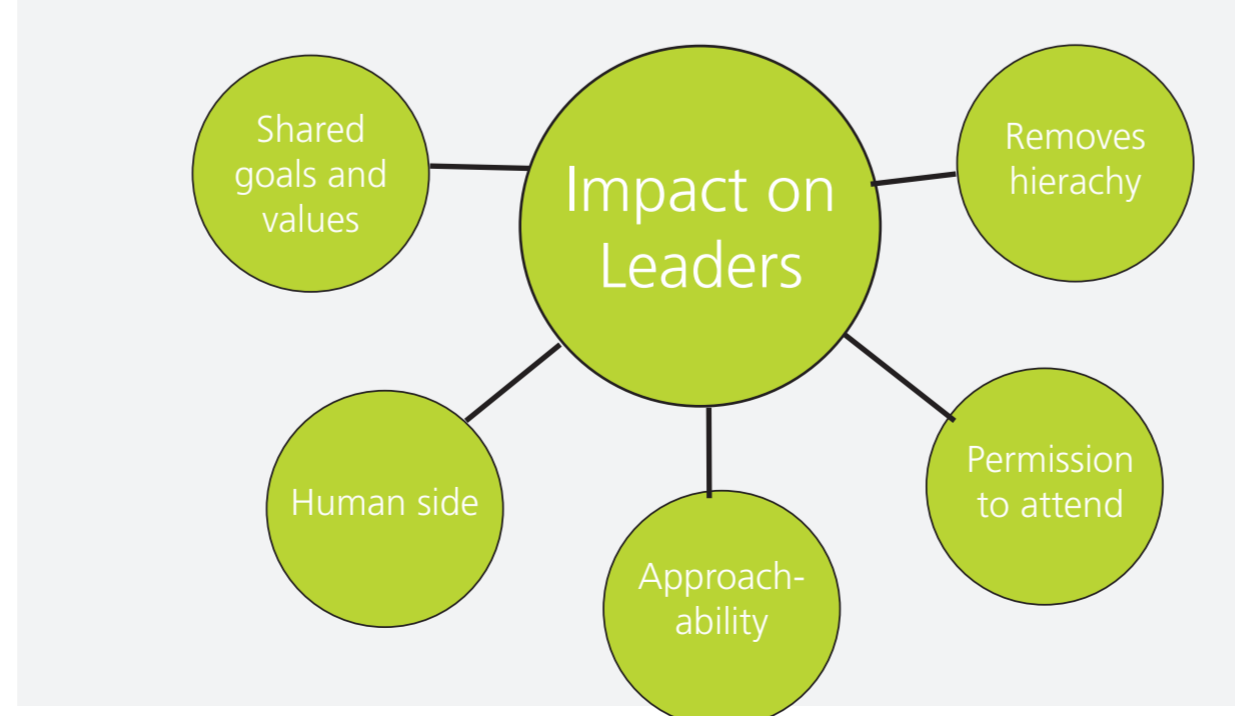
And an impact on patients: “You come away feeling just totally revitalised don’t you? Recharged?” “And that’s going to have an impact on how you are at work isn’t it and how you are with patients” [Participant, Focus Group 1]



SCR allowed Networking and face to face contact with community colleagues which otherwise does not happen. Time over lunch outside of SCR particularly valued

“It really does develop relationships and facilitate those relationships that you perhaps wouldn’t otherwise have.... it does give you that bond and then when you work with people that bond is already there, you have to work less hard to build them” [Participant, Focus Group 4]

“I know that I’m more likely to keep in mind to ask people how they are or can I make you a cup of tea” [Participant, Focus Group 2]



Staff in leadership positions are seen as being more authentic

“I think what’s been really nice is its linked management with staff on the ground floor because they’ve been in the panel and discussed their experiences from the heart and realised actually they’ve been where we’ve been” [Participant, Focus Group 2]

And an impact on patient care: “You’re more likely to raise things and be transparent about what you think or feel or if you see something that’s going wrong – whistleblowing it because you feel its going to be well received” [Participant, Focus Group 4]