



North West Ambulance Service



Currently NWAS NHS Trust is the only ambulance service participating in the delivery of Schwartz rounds. The decision of the Executive Management Team to start running the rounds was a courageous one, the Trust had no organisation in a similar position already running rounds to look too, but a clear direction to engage from the senior team was evident. The support of the Chief Executive Officer to open the first ever NWAS Schwartz sent a clear message to staff and it was very well attended. Some interested in the purpose of the rounds, some from curiosity.

NWAS NHS Trust to run Schwartz rounds needed a very different strategy, unlike Acute Hospitals or Primary Care Trusts; NWAS covers a large geography and has a large very spread out estate. To advertise rounds in one area would not allow the whole workforce to attend. So the Trust has moved the rounds to the staff offering sessions in different locations across the area.

To date the 'Most Powerful Round' that the Trust has delivered is the '**Emotional wellbeing and making sure that we are at our best in order to look after others**' session. Well attended and evaluated. The Trust has found running Schwartz rounds difficult but are committed to continue and are looking at writing an evaluation with the position to date.



What is a Schwartz Centre Round?

Schwartz Rounds are meetings which provide an opportunity for staff from all disciplines across the organisation to reflect on the emotional aspects of their work.

The format of a Schwartz Round

- A Round can either be based on different accounts of one patient or an event, or can explore a particular theme such as 'when things go wrong' or 'memorable patients'.
- The presenting team talk for 10-15 minutes on a pre-planned topic and trained facilitators moderate the discussion.
- The audience is asked to share their thoughts, ask questions and offer similar experiences.
- Round lasts for one hour in total.



"The opportunity for our staff to take time out of their busy lives to discuss such important issues together in a supportive and collaborative environment is extremely valuable indeed."

"Research into the effectiveness of Schwartz Rounds shows the positive impact that they have on individuals, teams, patient outcomes and organisational culture."

