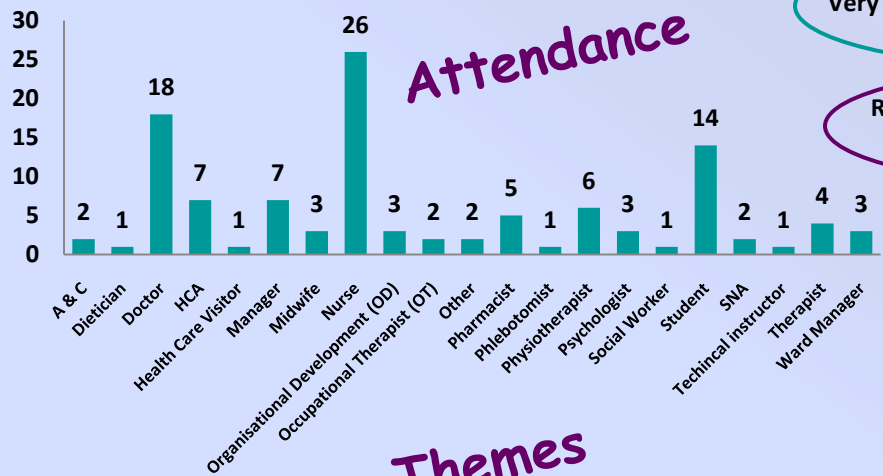


'Is it ever ok to show we're upset? The art of compassionate healthcare'



Key Themes

- Learning about how to be with our own and others' distress is a life-long process; we learn from our own experiences as recipients of care, feedback from patients and colleagues, inspiration from role models, paying attention to our own responses, gaining confidence to be ourselves.
- When it comes to showing compassion, there is no 'correct way' to do it. We are all different. Different contexts call for different approaches
- We often fear the prospect of 'falling apart' or 'losing it' – assumptions in health care about how must think, feel and behave.
- Patients do value our demonstrations of genuine emotion – this shows them that we care

Comments

- Unique and powerful experience evoking great personal reflection.
- Very moving and will take a lot away from it.
- Very powerful and moving learning experience
- The rounds are important to discuss issues within our jobs that we never have time too. Thank you for giving us the space
- Really great session & a topic that has involved everyone clinical and non clinical.
- I enjoy connecting with my client. This round gives me confidence I'm doing the right thing.
- Very moving and will take a lot away from it.
- Really touching. Made me realise the benefit of touch.
- Reinforced the fact that it is ok to show emotion.
- Very thought provoking & powerful.

Feedback

173 people attended 118 forms received
68% return rate (93% in March 2016)

Please respond to the following statements by ticking the box that most reflects your opinion of today's Schwartz Centre Round	Completely disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Completely agree
The stories presented by the panel were relevant to my daily work.	0	1	3	24	90
I gained knowledge that will help me to care for patients	0	0	10	21	87
Today's Round will help me work better with my colleagues.	0	0	4	38	76
The group discussion was helpful to me.	0	0	0	21	97
The group discussion was well facilitated.	0	0	2	9	107
I have gained insight into how others care for patients.	0	0	0	20	98
I plan to attend Schwartz Centre Rounds again.	0	1	2	9	106
I would recommend Schwartz Centre Rounds to colleagues.	0	1	0	8	109
	Poor	Fair	Good	Excellent	Exceptional
Please rate today's Round	0	0	2	53	63