

# See one, do one, recommend one?

## Experiences of Schwartz Centre

### Round (SCR) panel members

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#### BACKGROUND:

- SCR running since 2015 in ESHT, a combined acute and community Healthcare NHS Trust
- 36 SCR to date across two acute hospitals & other community settings.
- Regularly collect audience feedback but introduced specific panelist feedback in 2017

#### AIMS::

to understand panelist experiences and assess whether lessons learnt could help support others to become future panelists

#### METHODS:

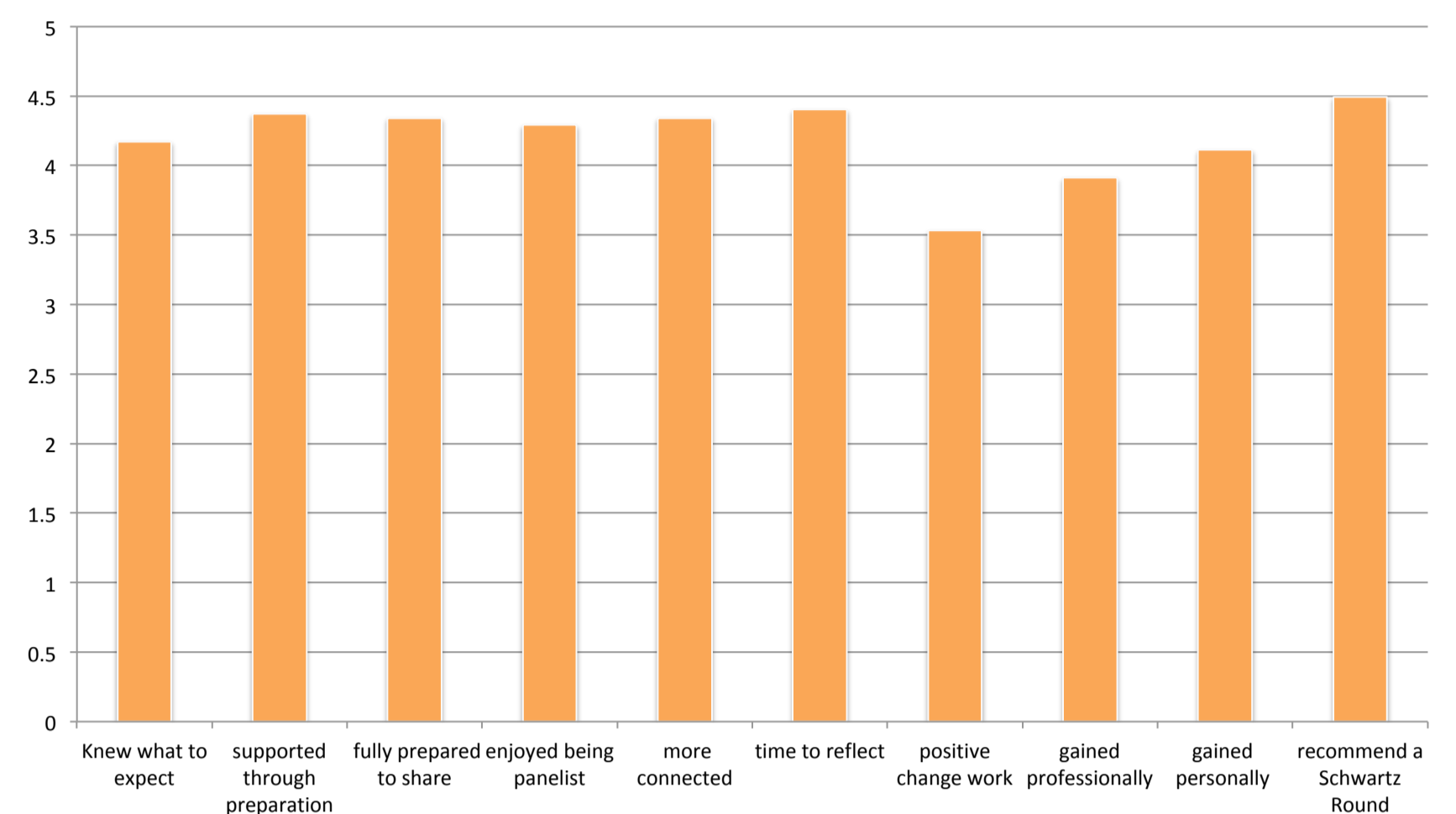
ESHT is a large Integrated Acute and Community NHS Trust (with 2 hospital sites, community hospitals and community services)

- In 2017 started to capture SCR panel member feedback using forms adapted from Schwartz Team, Northumberland Tyne & Wear.
  - Form covers areas around preparation & the experience of being a panel member, with sections for free text / comment
- Forms given to panelists immediately after the SCR and either they complete there and then or can send back to facilitators after
- Cross-sectional analysis of all panelist feedback since introduction in 2017 to date (Nov 2017). Results collated and summary statistics used. Direct quotes drawn from comments.

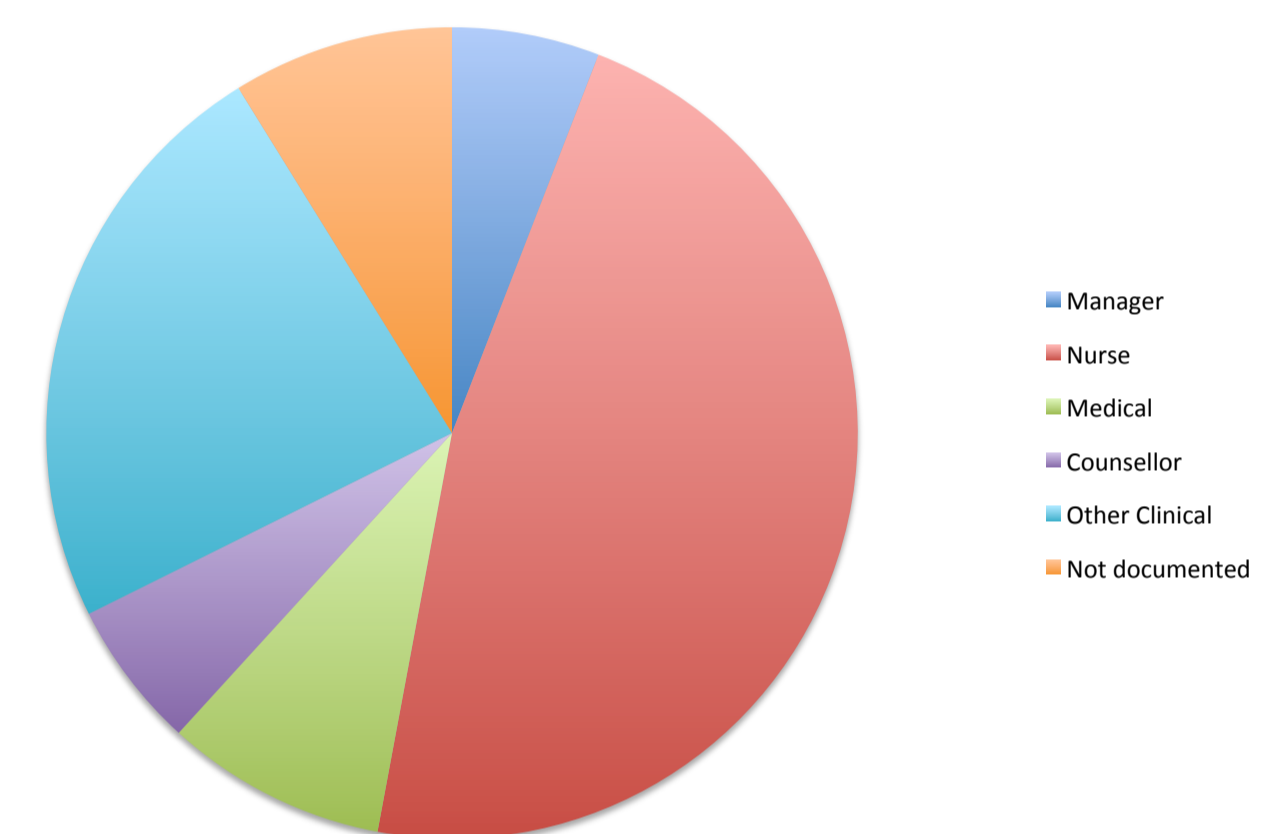
#### RESULTS:

- 35 panelist forms returned
- 27 (77%) from acute hospital settings with 5 (14%) from Community SCR settings & 3 (9%) site unknown.
- Most common profession amongst panelists was nursing staff (45.7%) Chart 1
- The majority of panelists gave consent to:
  - Feedback either being used anonymously (91%) or by their job title (97%) with less (but still a majority) consenting to having named feedback (74%) used.
- 97% of panel members stated that they “would recommend a SCR” (answered agree or agree completely) with mean score 4.5 (where 4=agree and 5=completely agree), followed by “time to reflect” at 4.4 (Graph 1).
- The lowest scored was “I have noticed a positive change at work” at 3.5 - of note, some forms were completed and returned immediately after a SCR so as one panelist commented:

**“Not changed anything at work as I have not returned yet but I hope it will”**



Graph 1: Mean Score of Panel Feedback



Pie Chart 1: Profession of Panelists

**“Experience initially daunting but feeling didn't last. Very positive experience, I will definitely attend more”**

**“Very moving and great way to deliver powerful messages of emotions that otherwise would not be shared or known”**

**“Absolutely fantastic experience. My shoulders feel a little bit lighter”**

- Verbal feedback suggested that some staff members speaking about traumatic material indicated the Prep & Round was the first time that they had reflected on the impact of an incident after many years.
- A small number (3/35) requested more preparation would be helpful- this is being addressed.

#### CONCLUSIONS & REFLECTIONS:

- To update verbal preparation & specific ESHT information sheet given to panelists ahead of SCR using findings & to further focus on preparation of panel members
- To use findings in marketing & communication so there is an awareness that being a Panelist can be a **positive experience**
- To consistently encourage all panel members to have at least seen a SCR ahead of appearing at one
- When working with panelists to continue to be clear that we can only facilitate / work with issues that are not ongoing or current