

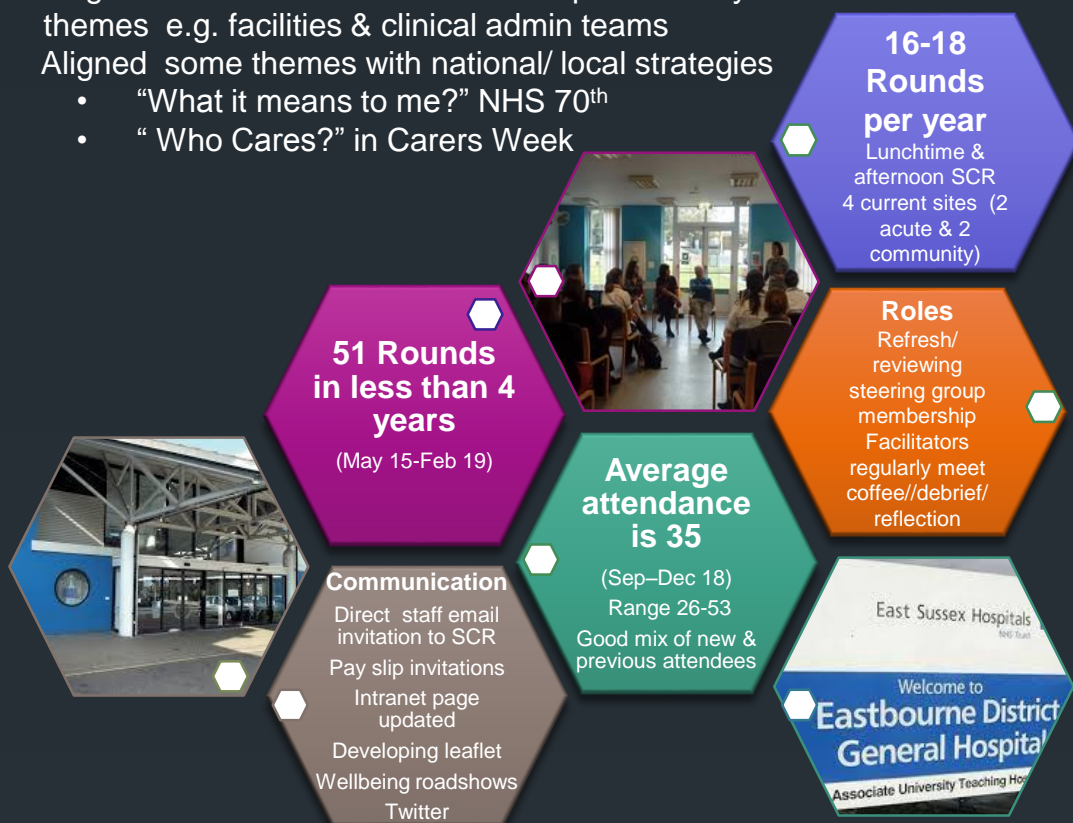
Thinking outside the box: Sustaining Schwartz Rounds through innovation

Views from a combined community & acute NHS Trust

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How do we support & sustain meaningful Rounds at ESHT, which has two acute hospital sites & multiple community settings?

- **Offer Rounds across multiple sites, increasing number of Rounds per month:**
 - 4 facilitators currently trained to allow for multiple sites
 - Aiming to train 5th facilitator - Invitations to apply for role to all staff to encourage more inclusion
- **Utilize powerful, resonant themes:**
 - Mental Health / Team relationships & dynamics/ Overcoming barriers
 - Targeted non-clinical attendees with specific “ Day in the Life of “ themes e.g. facilities & clinical admin teams
 - Aligned some themes with national/ local strategies
 - “What it means to me?” NHS 70th
 - “ Who Cares?” in Carers Week



Measure Impact /Evaluation:

- Results reported against benchmarked PoCF figures
 - ‘Overall rating’ SCR: ESHT 3.83-4.15 (last 12 SCR); PoCF all settings 3.98
- Senior management (SMT) support
 - Results now reported through POD to SMT & SCR now a part of Wellbeing Strategy
- Routinely collect panel member feedback
 - 97% of panel members “would recommend a SCR”
 - Results used in communications to encourage future panel members that it can be a positive experience
- Now include Schwartz questions on ESHT FFT (Family & Friends Test) survey to all staff
 - Covering knowledge/ attendance to understand impact on staff

“Really good safe space - it felt easy to share experiences and reflections”

“very interesting and helps you understand how other people feel who work elsewhere”

Future strategies:

- Sustain quality alongside further expansion
- Enhance generation of stories
- Strengthen contingency plans for Rounds
 - Challenges still occur particularly last minute
- Linking in Rounds with external teams – aim for joint Round with Ambulance Service