



The  
Point of Care  
Foundation

# Impact Report 2022

How we supported a more humanised  
health and care system in 2022



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# Introduction

The Point of Care Foundation's mission is to make health and care more human. We do this through our programmes of work that help to create conditions for better relationships in health and social care – among staff and between staff – and for those using services.

Our work to support staff to work collaboratively with patients to improve care is through our [Patient Experience programme](#). Our work to support staff with the emotional and social impact of their work in health and care is through our [Staff Experience programme](#), specifically through Schwartz Rounds. On top of this, we partner in research related to aspects of our mission and support organisations and individuals to implement these programmes.

This report covers the calendar year 2022, when the immediate impact of the COVID pandemic was receding at last, and attention turned to the reduction in backlog of care that had built up over that time. At the same time, there was a large-scale structural reorganisation of the NHS, with Integrated Care Boards (ICBs) superseding Clinical Commissioning Groups from 1st July 2022.

These developments provided us with some new challenges in our work – but some opportunities too. The challenges relate to the sense of exhaustion, overwhelm and pressure among some of our health and care colleagues, at the same time as the system asks even more of them to tackle the backlog of work that has built up. We have never seen system pressures like it. This makes us even more convinced of the importance of our work to support our health and care colleagues.

The creation of Integrated Care Systems (ICSs) also offers challenges and opportunities. Challenges in the way that any structural reorganisation

does. And opportunities, as they offer the potential for our programmes to contribute to supporting a common, more humanised culture, across all the organisations within an ICB.

We never deviate far from our core theme of the importance of experiences – people's health and care stories – and the importance of deep listening as the antidote to some of the pressures in the system. This is the common thread that unites all of our work: the use of narrative.

You will read in this report about the expansion of our work to implement Schwartz Rounds for health and care students and early career professionals in Higher Education Institutions. Our philosophy is to offer this support early to try and sustain our wonderful student health and care professionals as they embark on their careers.

The second theme I would like to mention is 'family and community'. We continue to support organisations to listen deeply to their communities to understand what matters to them. But in the same vein, we have worked hard this year to strengthen our own Point of Care Foundation 'family' – our team, trustees, associates, mentors and people in partner organisations through our Communities of Practice. We feel very lucky to be part of such an inspiring network of people committed to the same values.

It has been a privilege to continue this important work and I'm grateful for the help and support of our Trustees and the fabulous Point of Care Foundation team.

**Bev Fitzsimons**

*Chief Executive*

# Patient Experience programme

Our [Patient Experience programme](#) supports care teams to improve the quality of their services by seeing the care they provide through the eyes of their patients. We deliver bespoke projects for a range of organisations, in which we work closely with teams to develop skills and improve practices. We also offer open access training for individuals in methodologies such as [Experience-Based Co-Design](#). This is often, but not exclusively, through online sessions. Our [Foundations in Patient Experience course](#) is a professional qualification providing a theoretical and practical underpinning to work in the field of patient experience.

During the pandemic we saw a dip in levels of activity from this programme, as organisations' focus was entirely taken up with working through those particularly challenging circumstances. 2022 saw a continued recovery, including a return to more face-to-face working, though online delivery remains an important part of how we operate.

The impact of this programme can be felt in a number of ways. From our work on service delivery, even quite small changes to everyday practices can make a big difference to patients' experiences of being cared for. It is difficult to assess the ongoing impact of training individuals, but each person we train takes with them an improved quality improvement skillset which will strengthen their work and help to realise our vision for more humanised, person-centred and compassionate care.

Beyond the impact we seek for patients through improved practice, we have contributed to research in this area. During 2022 we completed our work on the DaVinci project, a research partnership with THIS Institute and the Glasgow School of Art. We also began a new collaboration

with the Listen2Baby project, a three-year study focusing on midwives' monitoring of foetal heartbeat during uncomplicated labours.

We also continued to support the delivery of *InHealth Associates'* Patient Leadership programme, which trained two cohorts during the year, in January and March 2022.

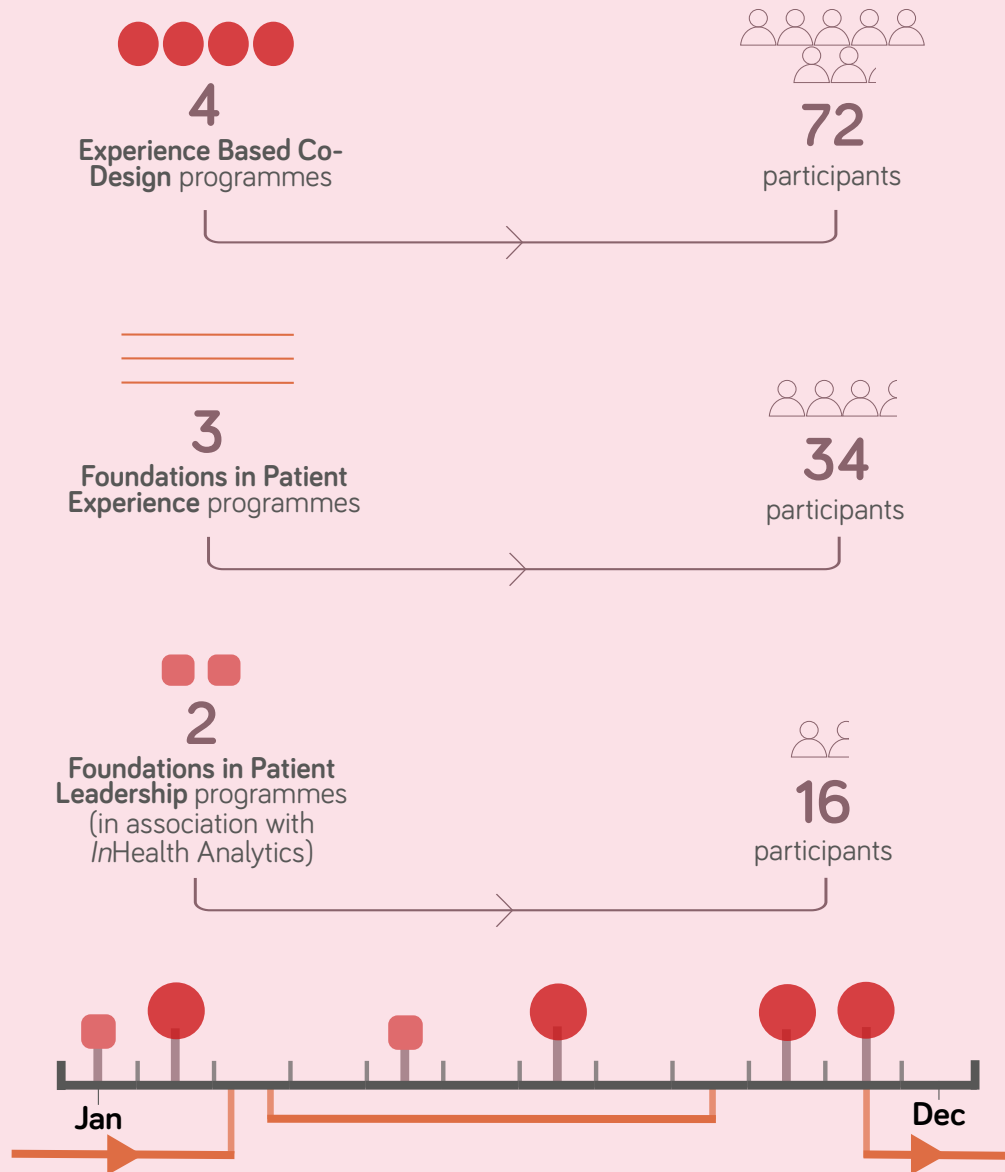
As with all our work, we have increased our focus on better understanding the Patient Experience programme in terms not only of the numbers of people participating, but also who is participating, and whether our impact is felt across all sections of society. Recognising the importance to our mission of ensuring that our work is inclusive, we have launched some work targeting particular groups. The [Harbour Project](#), which is specifically about the experience of patients from LGBTQ+ communities, began during 2022 and continues through 2023.

The coming year will also see our first [Care Experience Symposium](#), which is open to anyone working in patient experience. The event will bring together professionals with patient partners and experts by experience in patient experience roles.

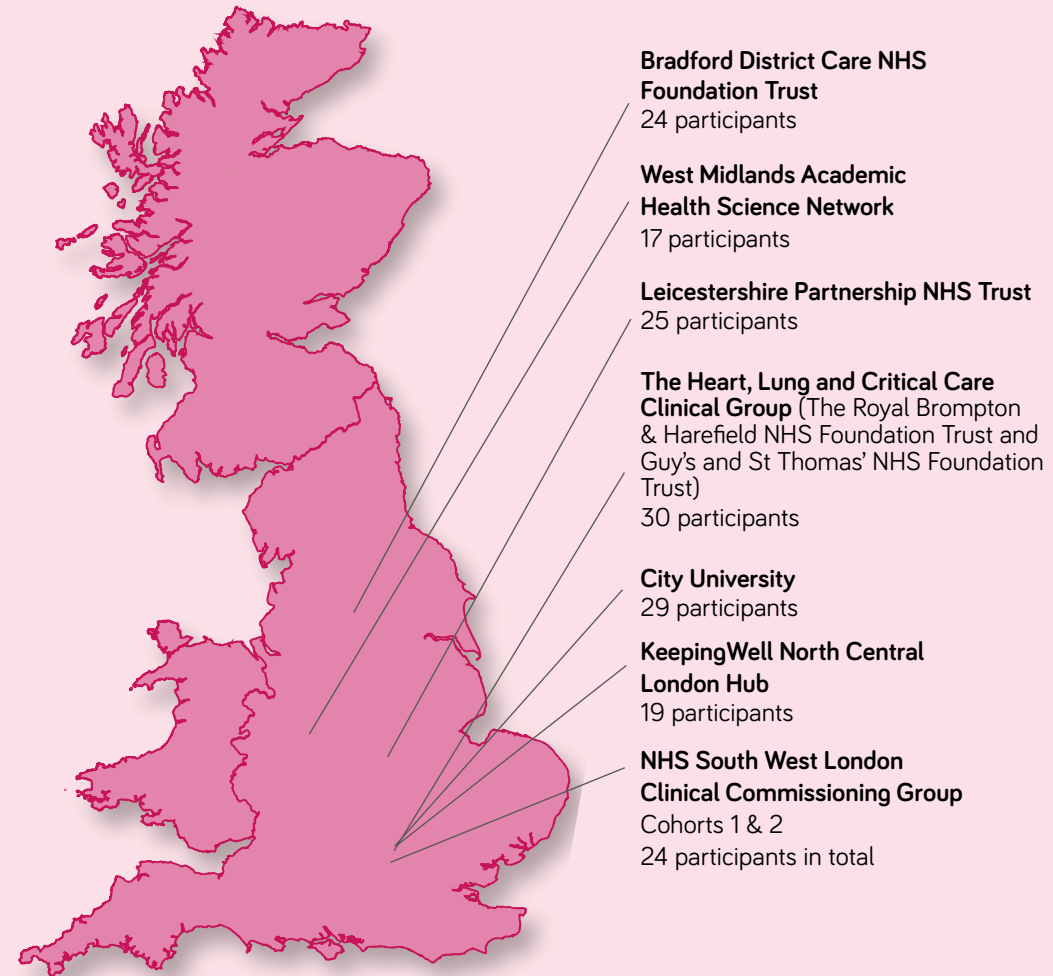
# Patient Experience programme at a glance

In 2022, we delivered:

## 9 Open programmes



## 8 Bespoke programmes



## 2 Research projects



# Patient Experience case study



**Elizabeth Crabtree**

Programme Director  
Beyond: Children  
and Young People's  
Transformation  
Programme



**Catherine Williams**

Programme Manager  
Beyond: Children  
and Young People's  
Transformation  
Programme

## Beyond: Cheshire and Merseyside ICP's Children and Young People's Transformation Programme

Many children and young people across Cheshire and Merseyside are impacted severely by poor health outcomes and disproportionately negative health inequalities, particularly in vulnerable groups.

There is a strong, national focus on children and young people and a clear central mandate from NHS England for every Integrated Care System to have an established children and young people's transformation programme, as a priority deliverable of the NHS Long Term Plan.

The Beyond transformation programme was established in April 2021 under a clear mandate from the Cheshire and Merseyside Health Care Partnership in response to both regional priorities and those identified within the Long Term Plan. The programme is reflective of Place, Partnership and Programme priorities and identified four key areas of focus for the programme during 2021–22. All four priority themes of the programme are focused on addressing health inequalities. These priority areas are: healthy weight and obesity; emotional and mental well-being; respiratory health; and meeting the needs of young people with learning difficulties and/or autism.

We at the Beyond programme commissioned the Point of Care Foundation to inform development of our engagement strategy.

The task was to:

- support the development of our engagement strategy.
- develop an overarching framework for what 'good' looks like for engagement in the Beyond programme.
- map existing engagement activity.
- make recommendations for future engagement.
- provide training and support to stakeholders in co-production methods.

The ultimate purpose of this work was to ensure the voices of children, young people, parents and carers are heard and acted upon.

Respondents were from across the region and included health service, local government, charity and third sector staff and other organisations. They included staff responsible for strategic development of children and young people's services, others who were on the 'front line' of service delivery, and people directly responsible for engagement and consultation with children and young people. These covered all the Beyond workstream topic areas, and all of the places across the Cheshire and Mersey ICP.

The result informed our participation strategy and provided us with a practical roadmap for the transformation programme. It helped us to develop a framework for meaningful engagement which draws on the expertise that already exists within participation groups and devise a set of principles for engagement for children, young people and families.

To underpin this work, we're committed to co-producing participation and engagement strategies with both young people and with parents and carers. High quality engagement of children and young people and their families and carers is of paramount importance in the development and delivery of the programme. Co-production and insight are a core part of the delivery of the programme and will now be resourced and prioritised within our future work plan.

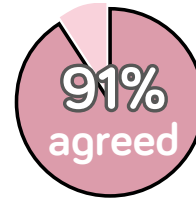
# Experience Based Co-Design

Feedback from our **Experience Based Co-Design (EBCD)** programme points to satisfied and engaged delegates.

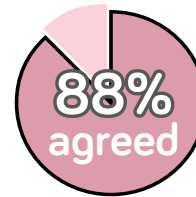
Words submitted by participants about our EBCD programme:



## Participants' feedback:



“The course has helped me to feel more confident to make meaningful improvement in patient experience through co-design”



“The content was engaging and relevant to me and my work”



“The facilitators created a comfortable and safe space where I was able to contribute and felt valued”

# Patient Experience case study



**Rachel Stephen**

Senior Hub Practitioner  
KeepingWell North Central  
London Hub



**Hannah Benn Gordon**

Assistant Psychologist  
KeepingWell North Central  
London Hub

## Experience Based Co-Design training for staff at the KeepingWell NCL Hub

KeepingWell North Central London (NCL) Hub is a staff mental health and wellbeing initiative that seeks to connect and support the North Central London health and social care workforce. They provide support to all health and social care staff who live and/or work in Camden, Islington, Barnet, Enfield and Haringey.

Experience-Based Co-Design (EBCD) training was commissioned by KeepingWell NCL in 2022 to offer a more structured, proactive method for improvement, moving away from reactive approaches.

The one-day face-to-face training course delivered by the Point of Care Foundation took 17 participants through the stages of the EBCD method.

There were some powerful reflections and insights throughout the day.

One participant said:

**“I just wanted to thank you for yesterday’s training which has left me, and I think the team, energised, and engaged. It was a really great introduction to the wonders of EBCD and how it can change the world (I feel the same about Action Learning). We will start small and build up.”**

## How the training has been used

One of the themes that came up during the training was about the difficulties faced by staff returning to work with Long Covid. As a Hub, we wanted to carry out some work in this area but we were not sure what would be most helpful for our staff. It was felt that this would be a good opportunity to use some of the skills we had learnt to co-design an approach.

We initially set up two focus groups: one with practitioners with lived experience of Long Covid, the other with practitioners who deliver services and support to people living with Long Covid. We recorded these sessions and permission was sought to use clips to put together a touchpoint film. We extracted themes from the recorded data. The groups were then brought together in another follow up session where we shared the film.

All group members experienced this film as enormously powerful. Several said that they had never seen a video which they related to so closely. Group members felt passionate that the video should be further developed and promoted as a resource for KeepingWell NCL Hub staff to enhance understanding of how to support people with Long Covid in the workplace. The group also decided that we should co-deliver a webinar for staff with Long Covid and their colleagues.

## Hub staff reflections

Having now used this approach to plan service delivery, it is difficult to think of any other process that would have been as effective. We have reflected that, although we thought we were aware of the issues around Long Covid, this process showed us how little we knew and understood.

This has been an incredibly satisfying process and one which our focus group members have also valued greatly. Getting a group of stakeholders together to share and create has been an experience none of us will forget and has allowed us to develop resources that don’t exist already and have the potential to make a real difference.



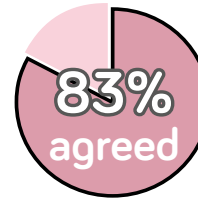
# Foundations in Patient Experience

Feedback from our **Foundations in Patient Experience programme** points to satisfied and engaged delegates.

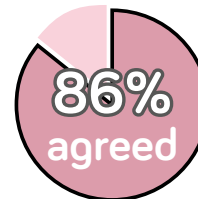
“It was just so wonderful and so much of it will remain with me. The inclusion of patient representatives was very impactful and the lived experience with practical tools and frameworks, discussion with experts, and information about how to bring theory into practice were all very relevant.”

*-Participant from Royal Brompton & Harefield NHS Foundation Trust*

## Participants' feedback:



“The course has empowered me to influence others to think and work differently”



“The content was engaging and relevant to me and my work”



“The facilitators created a comfortable and safe space where I was able to contribute and felt valued”

# Patient Experience case study



**Garry Perry**

Associate Director Patient Relations and Experience  
Walsall Healthcare NHS



**Andrew Rice**

Patient Experience and Voluntary Services Manager  
Walsall Healthcare NHS

## Foundations in Patient Experience

Garry Perry and Andrew Rice from Walsall Healthcare NHS Trust joined the Point of Care Foundation's [Foundation in Patient Experience course](#) in 2022, not long before a CQC inspection at their Trust.

### Why did you choose to do the course?

We all like to think we are on top of our brief, don't we? Yet how do we assure ourselves this is the case – do we know what best practice looks like? We joined the 'Foundations in Patient Experience' course to develop our professional insight and to network with others in similar positions.

We wanted to know what others were also doing in this area. Is there something we can learn, do differently or test? As a healthcare provider, we know that Patient Experience is everyone's business – so we wanted to know how we can help ensure all staff understand this.

### What did you like about the course?

For us, we particularly liked the shared knowledge of our course peers who all had different reasons for being there. The relaxed approach of the course tutors also created a less pressured environment in which to engage, and the breakout rooms allowed time for open

conversation and thinking – sometimes challenging us to consider things differently.

### What impact did the course have on your work?

We joined the course at the right time because as an organisation we had begun to develop our new Patient Experience Enabling Strategy. We were able to learn from the session that focused on strategy, and we revisited our approach, fine-tuning the patient engagement aspect to confirm our improvement priorities.

“The course helped us evaluate our own individual journeys and to shape our future workstreams, so we become not only more influential, but also more confident, strategic leaders”

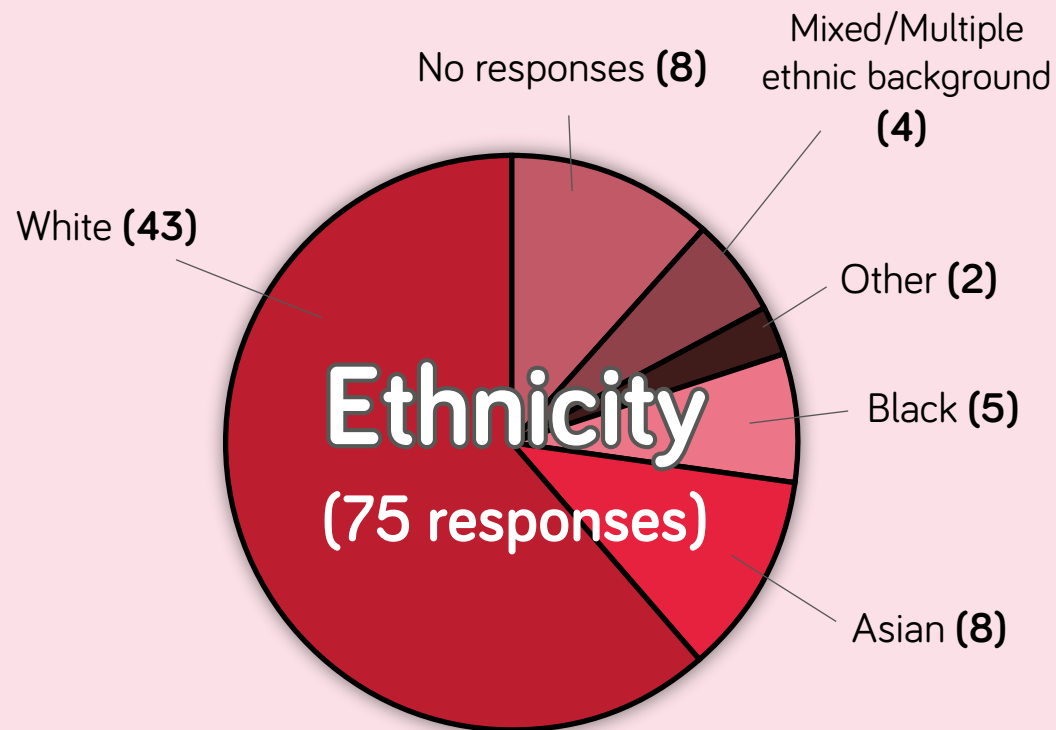
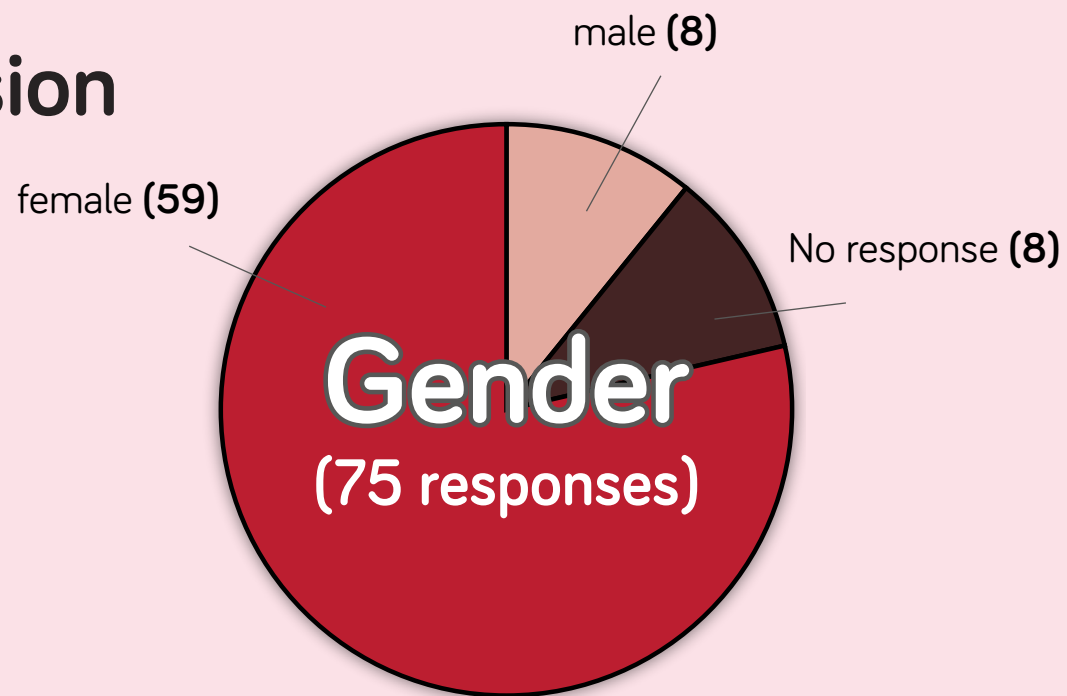
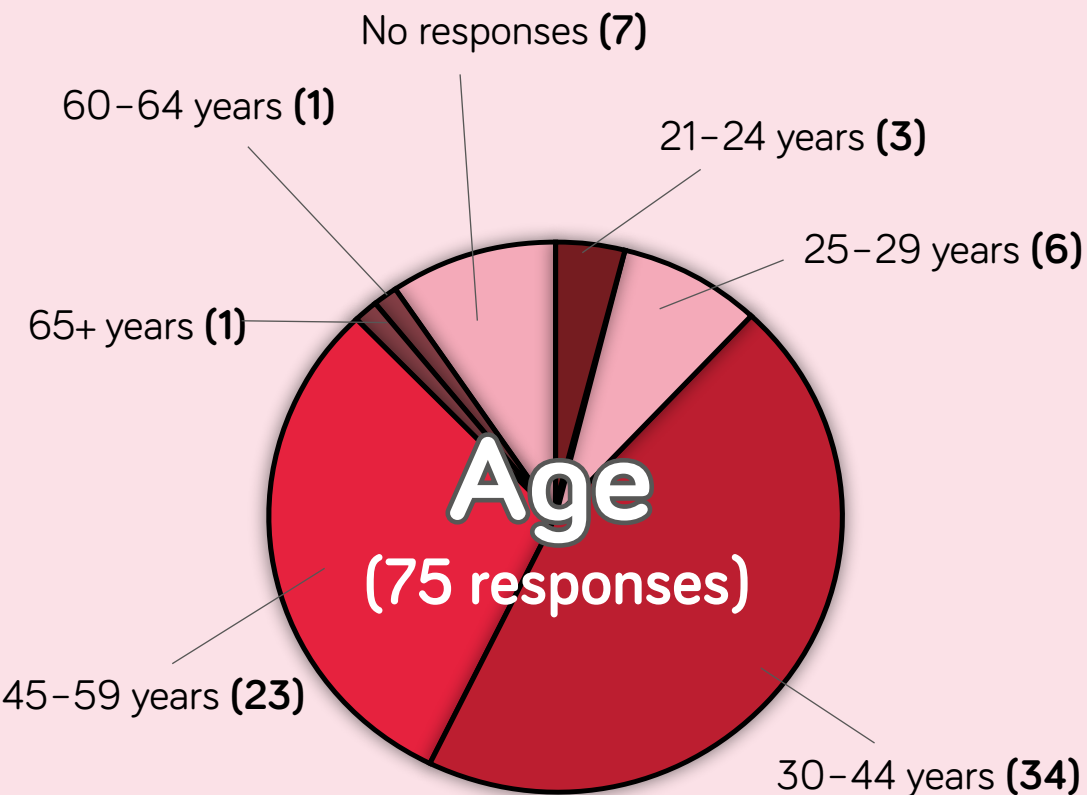
The course helped us evaluate our own individual journeys and to shape our future workstreams, so we become not only more influential, but also more confident, strategic leaders, who can encourage others to understand the patient voice and act on what they hear.

We were delighted that our work was classed by the CQC as 'exemplary', and we are grateful for the timely support we received throughout the course to help us set the direction of patient experience at the Trust.

# Equality, Diversity and Inclusion

We have an important role to ensure our work is inclusive so all health and care workers are able to benefit from the support we offer.

Due to the way our Patient Experience work is delivered, we are able to collect some equality, diversity and inclusion information related to people accessing our courses.



# Patient Experience case study



**Karen Taylor**

Lead Arts & Patient & Public Engagement  
Heart, Lung and Critical Care Clinical Group



**Bev Fitzsimons**

Chief Executive  
The Point of Care Foundation

## Heart, Lung and Critical Care Clinical Group

The Heart, Lung and Critical Care Clinical Group (HLCC) comprises the specialist heart and lung services at The Royal Brompton & Harefield NHS Foundation Trust and Guy's and St Thomas' NHS Foundation Trust. These services cover a large geographical area.

In 2021, the Patient and Public Engagement Team at HLCC commissioned the Point of Care Foundation to deliver a bespoke Foundations in Patients Experience programme to 25 clinical and non-clinical staff and patient advisors from the clinical group across the hospital sites. The programme was conducted and completed in 2022.

As a newly merged group, the programme aimed to forge strong working relationships across the group and share learning about what works well in patient experience, improvement and involvement.

The programme initially focused on what is already known within the Trust about people's experience, how best to use existing data, and when additional data are needed. It then went on to build from this to thinking about best ways of using experience data, and ultimately providing the tools to work in partnership with patients in generating ideas for improvements and co-designing solutions together.

The programme delegates devised programme ideas which they practiced pitching to each other and went on to test out in practice. We focused on practical actions that HLCC staff could take away and use to make immediate change.

Delegates' improvement projects focused on the Trust's strategic priorities and included initiatives to improve:

- the clarity of communication about appointments
- shared decision making
- the process for discharge
- embedding a family liaison role into critical care
- self-management support post discharge
- improving patients' experience of the home IV service
- food choices for people with special dietary needs
- awareness of the diversity of feedback channel open to patients

Overall, the delegates rated the programme content and facilitators positively at over 90%. Delegates working in patient experience, without exception, agreed that the course had helped them feel more confident to make meaningful improvement in patient and family centred care. They agreed that the programme empowered them to influence others to think and work differently in future.

HLCC are looking forward to their celebration event in June 2023 when we'll be sharing the outputs of their project work so far. The Point of Care Foundation is looking forward to continuing their relationship with the HLCC delegates through its Community of Practice.

*NB. Funding for the training was provided by: HR at Royal Brompton Hospital, Royal Brompton & Harefield Hospitals Charity, and the Patient Experience Team at Guy's and St Thomas' NHS Foundation Trust.*

# Staff Experience programme

Our [Staff Experience programme](#) is chiefly concerned with promoting and supporting Schwartz Rounds within a range of health and care organisations.

Schwartz Rounds provide a structured forum where staff – clinical and non-clinical – and students can come together regularly to discuss the emotional and social aspects of working in health and care. Rounds aim to normalise the emotional impact of working in these sectors by creating spaces that are safe for sharing without fear of judgement.

Schwartz Rounds' impact is about shifting organisational cultures, which can have a positive impact on the psychological wellbeing of individuals. Storytelling in Rounds creates more open, compassionate, and kind cultures and causes 'ripple effects' through organisations which have been reported in wider impact assessments.

## **New work in 2022**

We placed considerable emphasis in 2022 on developing our work with Higher Education Institutions (HEIs) – increasing access to Rounds for health and care students. Rounds help students develop inter-professional understanding which we believe can have a lasting impact on their compassion for patients, their colleagues and themselves, which they carry through to their careers.

Building on a national evaluation of Rounds in the NHS, the University of Surrey secured funding to extend access to Schwartz Rounds to other HEIs in the South of England. This project – [‘Schwartz South’](#) – successfully launched their first cohort in October 2022.

## **Measuring the impact of Rounds**

Increasing the use of Rounds, both in terms of the number of organisations and the extent of Rounds' reach within participating organisations, is important for increasing the impact we have. While it is relatively straightforward to measure how many organisations are running Rounds, we have tightened our criteria for how we define this, so that the figure for this year only includes those organisations who were within contract at 31 December 2022. This makes the overall total (266) slightly lower than for 2021. But within that figure, we saw new organisations join the Schwartz Community and we focused on intentionally expanding the number of sectors in which we work – notably Integrated Care Systems, social care, primary care and HEIs.

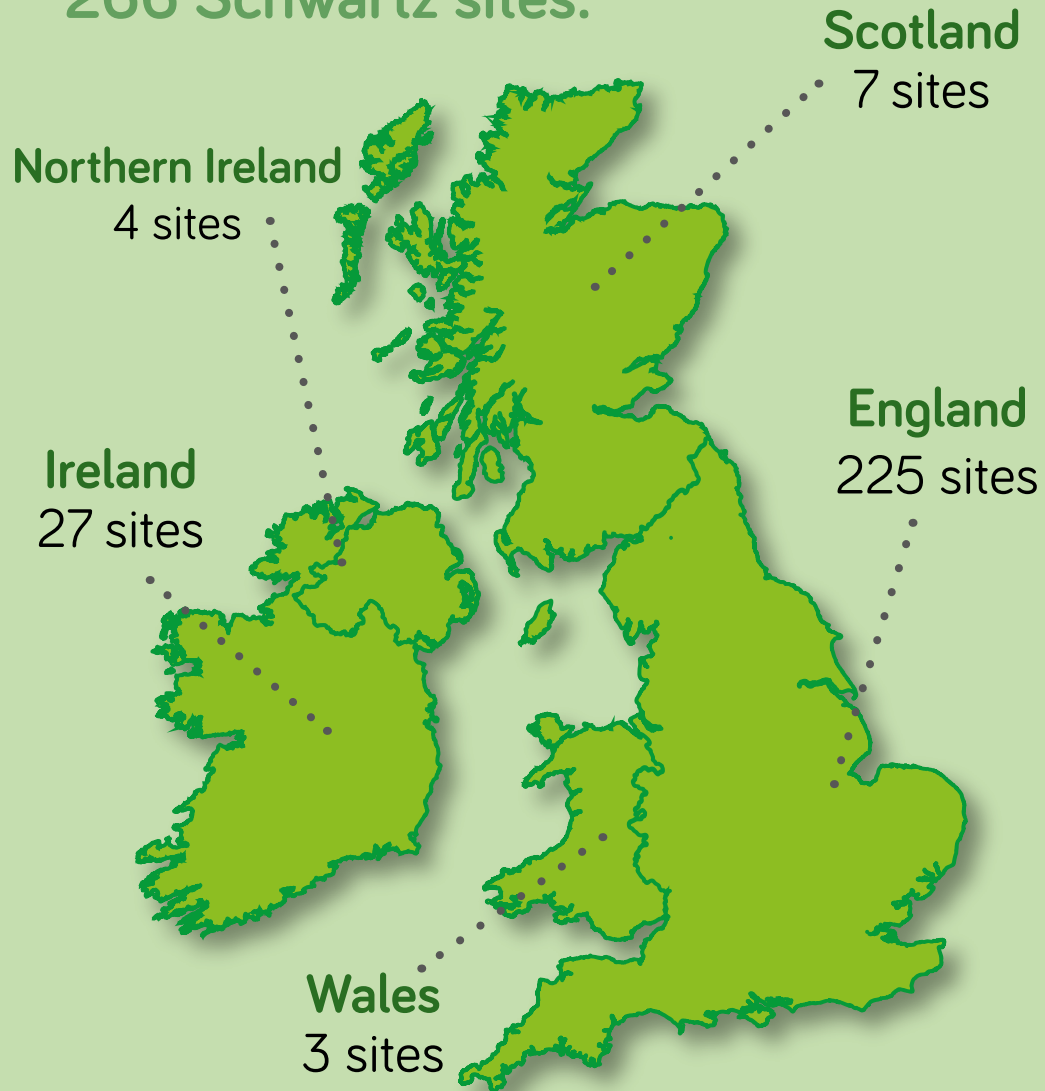
We know that there are current limits to our knowledge about who is and – more importantly – who is not accessing these spaces. What we can say from the feedback received this year is that a large majority of participants respond positively to Rounds and recognise their benefits.

During 2023, we will undertake work to develop methods for deepening our understanding of Rounds, in terms of equality, diversity and inclusion, in partnership with our sites, mentors and Communities of Practice.

We want to acknowledge the commitment and effort of the Schwartz Community and thank everyone continuing to provide Rounds against the backdrop of health and care systems emerging from a global pandemic.

# Where are Schwartz Rounds taking place?

266 Schwartz sites:



\* All site figures as of 31 December 2022. Total trusts based on figures for Acute, Specialist Acute, Community, Mental Health and Ambulance Trusts in 2019.

† Children's Social Care includes Local Authority social care departments.

# Staff Experience case study



**Natalie Sanderson**

Leeds Schwartz Steering Group Lead and Head of Clinical Services

## West Yorkshire Health and Care Partnership Rounds

In 2021, The West Yorkshire Health and Care Partnership set out to bring Schwartz Rounds to each 'Place' within their Integrated Care System (ICS), to enable more individuals and organisations to benefit from Schwartz Rounds, extending their reach to previously underrepresented professional groups – alongside connecting people through shared stories from their varied health and care settings.

The vision for Schwartz Rounds across West Yorkshire was to support a culture of openness, honesty, and acknowledgement of the emotional impact of work in health and care. The partnership's aims of connecting their health and care workforce with their shared humanity and purpose, supporting integrated working across all sectors and organisational boundaries is supported by place-based Rounds.

We are proud to report that Kirklees & Calderdale, Leeds, and Wakefield established steering groups and are facilitating Rounds with increasing reach and interest each time a Round is run. Recent titles included, 'Imposter Syndrome', 'The power of a thank you' and 'A person I'll never forget'. Rounds are run quarterly in each site, and we were able to increase our trained facilitator numbers throughout 2022.



**Mark Ambrose**

Kirklees Place Workforce Lead

Schwartz Rounds have also been facilitated across the whole Health and Care Partnership open to all staff and volunteers in West Yorkshire – promoting awareness of the new place-based Rounds. These have proved extremely popular with some having over 150 participants via MS Teams. We have found that working with the voluntary and social enterprise sector has brought more potential storytellers forward and participants have commented on the power of hearing from different sectors and roles.

At our last ICS-wide Round in 2022 – 'Seeing the inequality' – stories of racism and allyship were shared and over 120 people attended. Feedback was very positive and identified the impact that being able to reflect on such emotive stories had on participants and the storytellers.

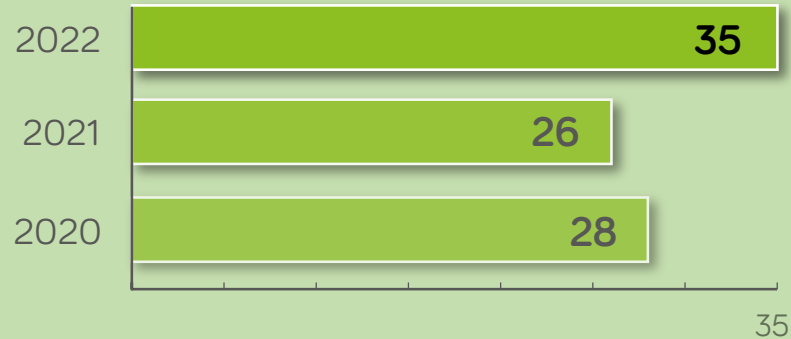
“The vision for Schwartz Rounds across West Yorkshire was to support a culture of openness, honesty, and acknowledgement of the emotional impact of work in health and care.”

There was a strong message in the Round and a call afterwards for action which has led to further work across the Integrated Care System to enable stories of those experiencing racism to be heard.

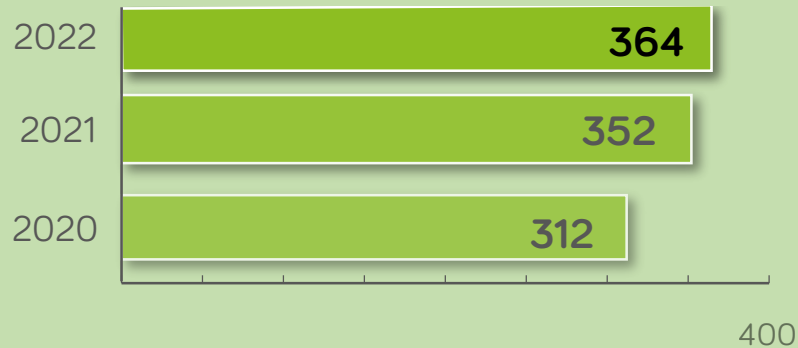
We are focused on ensuring our steering groups and facilitators are representative of the populations and workforces we serve. In 2023, we intend to enable greater connection between the place-based steering groups and communicate more widely in order to reach more potential storytellers and enable more of our staff and volunteers to access Schwartz Rounds.

# Schwartz statistics

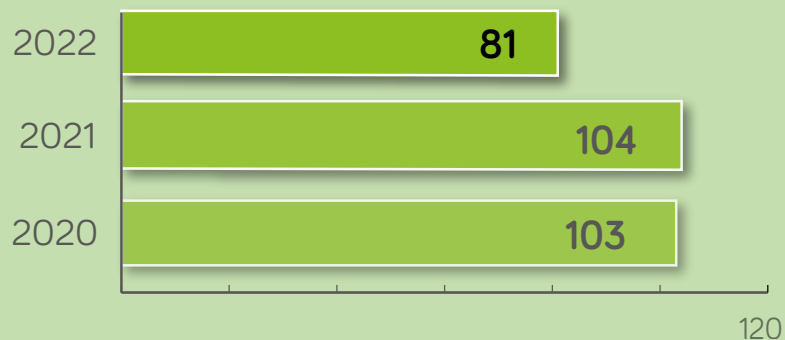
## New Schwartz Rounds sites in the UK and Ireland



## Schwartz facilitators trained

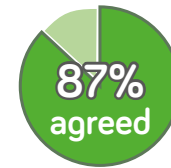


## Organisations renewing Schwartz membership with The Point of Care Foundation



# Feedback from Rounds

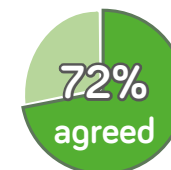
Responses from **576** Schwartz Rounds participants during 2022:



“I would recommend Schwartz Rounds to colleagues”



“Today’s Round will help me work better with my colleagues”



“The stories presented by the panel were relevant to my daily work”



# Staff Experience case study



**Fran Hakkak**

Medical Director &  
Schwartz Clinical Lead  
Compton Care,  
Wolverhampton

## Introducing Schwartz Rounds to a Hospice During a Pandemic

Compton Care are a hospice who deliver high quality, accessible care, and support for the people in their communities living with life limiting conditions. Back in 2020, Compton Care agreed a Wellbeing Strategy for their staff. Schwartz Rounds were part of the associated action plan. The aim was to introduce regular Rounds to support staff in their work, reduce feelings of stress and isolation, and give valuable insight and appreciation into each other's roles.

First, a clinical lead was identified, a steering group established, and external funding sought. Team members gained valuable experience from liaising with and attending Rounds in other organisations and links were established with the Point of Care Foundation.

However, due to the pandemic, tricky decisions had to be made regarding the best timing for the introduction of Rounds. Supporting staff wellbeing became more important than ever, however this had to be balanced with finding enough time, energy, and headspace to drive forward this new initiative.

Virtual rather than face-to-face Rounds had to be considered. Despite external funding being secured pre-pandemic, organisational sign up

with the Point of Care Foundation had to be delayed until January 2021. We were able to have online training with the Point of Care Foundation in March – May 2021. And, after this, we decided we would begin running Rounds virtually, every other month.

Our first Round took place in October 2021 with support from an experienced facilitator. Rounds have been well attended and evaluated positively. The digital format has brought its challenges, but also many unanticipated benefits.

Throughout 2022, Schwartz Rounds at Compton Care went from strength to strength. We embraced the unanticipated benefits of virtual Rounds and intend to keep this format longer-term.

Rounds over 2022 covered diverse themes with titles including, 'I got you babe', 'Feed me', 'Open all hours', 'Above & beyond', 'Christmas unwrapped' and 'Hard choices'. We tried to match themes with current events and hot topics. In 'Hard choices', for instance, we explored how the cost-of-living crisis was affecting our patients and families and the impact of this on us as professionals. Some Rounds focused on clinical scenarios, but most have touched on topics relevant to all staff and we were fortunate to have panel members and attendees from all areas of the organisation including IT, retail, fundraising and catering. Word of mouth is working well, and we have a growing audience and new attendees each time. With each Round, staff find out more about each other and the Compton family strengthens its bonds.

It is such a privilege for me to be involved in Schwartz Rounds, both organisationally and also linking with the wider community regionally and nationally. With each Round I am both humbled and energised, and I'm excited to see how things grow in 2023.

# Staff Experience case study



**Harriet Cooper**

Lecturer in Medical Education (Sociology, Medical and Health Humanities)

University of East Anglia

## University of East Anglia

After attending the [Schwartz in Higher Education conference](#) co-hosted by the Point of Care Foundation and the University of Liverpool in 2022, Harriet went on to help establish Schwartz Rounds at the University of East Anglia (UEA).

### How did you find the Schwartz in Higher Education conference?

I found it lovely. I think then it was really significant that we were able to be in the same space again after the pandemic and experience a physical face-to-face Round. It was a really powerful one and some of the stories shared I still remember – it really stayed with me.

There were also workshops around the practicality of running Rounds that I think were well done. They helped explain, ‘these are the kinds of roles that you need to have, you need to set up a steering group, you need to have an administrator’. And that was really useful because I went into it not really knowing much about that side of it.

I also really appreciated there was quite a challenging session on Equality, Diversity and Inclusion. I thought there was a really high level of engagement with that session and also a high level of facilitation which made people feel able to broach some difficult topics.

### What helped you decide to move forward with establishing Rounds at UEA?

It was kind of a combination of factors, but I think that opportunity to connect was really important. One thing was the kindness of staff at the Point of Care Foundation and the sense of support that there’s an infrastructure in place and people who can help walk you through the process in baby steps.

Going into the conference, I was anxious about how it would work if something came up in a Round that was quite triggering for someone. But, I found other people at the conference had similar sorts of questions and I felt much more confident about those concerns after the conference.

### How did you find the process of establishing Rounds?

It’s been quite a lot of work I would say. But, we had quite a lot of interest straight away. It was tricky to find times to meet as a steering committee to get things off the ground. There’s quite a bit you have to complete, and people only attended their training in November/December 2022. So, it’s all been quite quick. But I was really proud we did manage it and we held our first Round in January 2023. And we’re going to try and run them every two months during the academic year going forward.

### Is there any advice you’d give someone else interested in setting up Rounds at a Higher Education Institution?

Probably, mainly to talk to Laura Golding. Laura’s amazing, just really kind. She has so much expertise and experience – I felt like I was in safe hands. And if you’ve got any questions, the Point of Care Foundation will be able to help. Don’t worry – there will be someone who’s gone through the same before and there will be a way to move forward.

# Equality, Diversity and Inclusion

For Schwartz Rounds to have their fullest impact, they must be accessible for everyone, including storytellers and attendees.

In 2022, there were many Schwartz Rounds across the UK and Ireland on people's experiences of equality, diversity and inclusion. We've seen the unique role Schwartz Rounds can play at highlighting issues, sparking meaningful conversations and encouraging positive change for organisations.

Some Schwartz Rounds held during the year tackling issues of inequalities:

'Proud to be me' 'Experiences of racism'

'Be You, Be Different, Be Accepted' 'The Journey'

Schwartz Rounds in  
2022 which addressed  
EDI issues

'What is it like to be excluded?'

'Being on the outside' 'Racism at work'

'What inclusion means to me'



Schwartz Round held by Barts Health NHS Trust during Pride Month 2022 on 'Being your authentic self in the workplace'

# Staff Experience case study



**Anne Cullen**

Schwartz Round Mentor  
The Point of Care  
Foundation

## Being a Schwartz Mentor in 2022

Charles Dickens could have been describing our current experience, “It was the best of times, it was the worst of times ... it was the spring of hope, it was the winter of despair.” In 2022, it was great to be able to support organisations who launched or revitalised Schwartz Rounds to support their staff – especially considering the uniquely stressful times the year presented. It was heart wrenching to listen to some of the stories that people shared about the pain and suffering they had witnessed or endured. But it was also heart-warming to witness the comfort of being heard and appreciated by colleagues.

As a social worker, one of the developments that gave me joy in 2022 was how Schwartz Rounds began to take hold in Social Care. At the first Schwartz Round for a group of home care staff, I was deeply moved by the empathic support the carers showed towards each other. There was a magical moment when one of the storytellers wept as she talked about how she wished she could have done more for a client who had died. A colleague responded spontaneously to her obvious distress by asking, “What do you need?” The storyteller responded in an instant, “Cake!” The mood in the room lifted as a plate of cakes was passed to her and onwards to everyone

else. An unorthodox Schwartz moment, but a symbolic enactment of empathic compassion. As the facilitator reflected, “it was like a big group hug.”

One of the major themes that emerged for me in 2022 was the challenges people experienced at different stages of their careers. At ‘Being my authentic self’ Rounds, people spoke and reflected together on some of the subtle but devastating aspects of discrimination that operate beneath and subvert the intentions of formal policies and positive statements of purpose. There were stories from participants with both hidden and evident disabilities who had to fight to be recognised as experts in defining their own needs and capabilities.

“...it was great to be able to support organisations who launched or revitalised Schwartz Rounds to support their staff – especially considering the uniquely stressful times the year presented.”

There were stories from LGBTQ+ people who felt pressured to conform to the behaviours of traditional medical cultures. And stories from people of colour who found themselves passed over for promotions because of assumptions made based on their appearance or accent.

These experiences damage us all. Not least the patients and families whose care is impacted because the staff concerned may be unable to fulfil their potential, or because their own needs and voices may be stifled for similar reasons. I deeply admired the people who were willing to tell their stories and the organisations who were willing to listen and learn from them.

# Communities

During 2022 we worked to deepen the way we work with key stakeholders within our Patient and Staff Experience programmes, by expanding our communities.

We believe compassion shown by staff can make all the difference to a patient's experience of care, but in order to provide compassionate care staff must, in turn, feel supported in their work. Compassionate culture within a health and care organisation is therefore a powerful enabler of compassionate patient care. Our communities are important for being able to create and sustain a compassionate care movement, and to support members of our communities to build compassionate cultures within their organisations.

The Schwartz Community – made up of Schwartz facilitators, clinical leads, committees, and mentors working with Schwartz sites around the UK and Ireland – has existed for some time. During 2022, we increased our efforts to support the community through communications and events to enable the sharing of ideas and experiences. With the return of face-to-face events in 2022, we were able to host two Schwartz Community Events.

Within the wider Schwartz Community, regional [Schwartz Communities](#) play an important part in linking practitioners with others in their vicinity. This year we have added a further group focusing on the application of Schwartz Rounds within integrated care systems.

We also launched the Schwartz Community Forum, which includes 16 volunteers from across the Schwartz Community. The focus for this

forum is to share learning and tackle some of the challenges of running Schwartz Rounds. It is open to anyone from the Schwartz Community interested in joining.

In our Patient Experience work we launched a [Community of Practice for Experience-Based Co-Design \(EBCD\)](#), in which we hope to include everyone who has participated in EBCD training with us. This 'alumni' group brings together the many individuals whose passion, commitment and expertise in patient-centred care can be a huge asset in our pursuit of a more human health and care system.

The EBCD community brings our active Communities of Practice across patient and staff experience work to eight. Further Communities of Practice for alumni of our Foundations in Patient Experience course, and for those working in social care, are planned for 2023.

Our communities' work is underpinned with a new role, the Communities Co-ordinator, which was introduced in 2022.

# Patient Experience Community of Practice

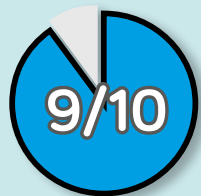
In 2022, we launched our **Experience Based Co-Design Community of Practice**.

A space to connect and reflect on experiences and share ideas and learning for everyone who works with the Experience Based Co-Design methodology.

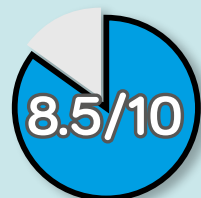
Our Experience Based Co-Design Community of Practice had:

**2 events**

**40 attendees\***



average satisfaction rating of 1st event attendees



average satisfaction rating of 2nd event attendees

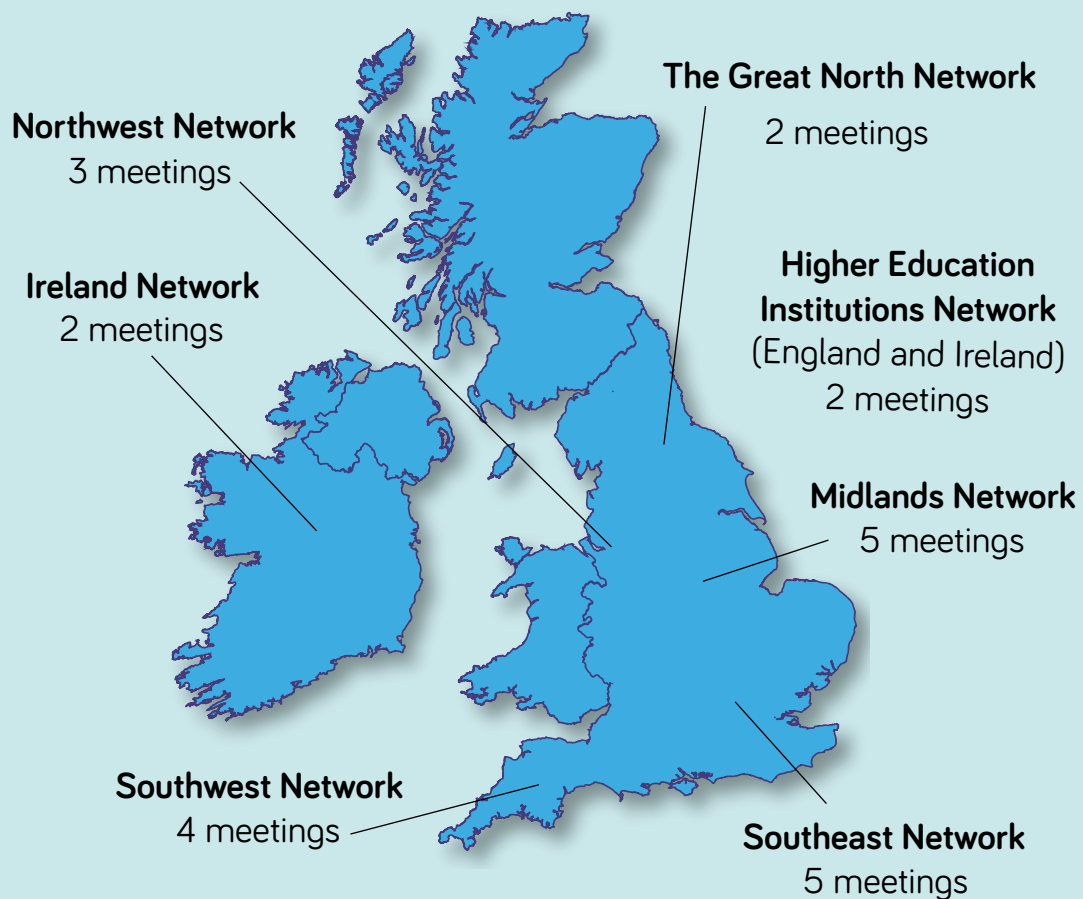
“It is wonderful to connect with people from around the world on this mission to engage all in quality improvement and research.”

– Experience Based Co-Design Community of Practice attendee

\*Approximately 40 people attended across the two events in total

# Schwartz Communities of Practice

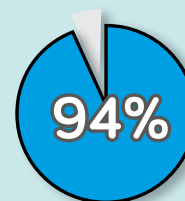
In 2022, **7 regional** Schwartz Communities of Practice held **23 meetings**



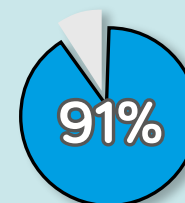
Compassionate care is a growing movement central to our mission to humanise health and care. Our communities are important for being able to create and sustain this movement and for enacting change to cultures within organisations.

# Schwartz Community Events

We held **2 events** for the Schwartz Community in 2022



of attendees\* rated the 1st event **'Excellent'** or **'Exceptional'**



of attendees\* rated the 2nd event **'Excellent'** or **'Exceptional'**

“The deep meaningful connections we made and how the team gave us space to be us and present, and breathe – hugely appreciated. It might have been about [Schwartz Rounds] but it helped me very much on a personal level.”

– Schwartz Community event attendee

\*Approximately 65 people attended each event

# Implementation Support

We formally launched our third programme, [Implementation Support](#), in early 2022. This programme responds to the increasing integration of health and care with other local authority and community-based services. Through the programme we seek to apply our expertise in patient and staff experience across larger organisational structures. In this way we can help to build compassionate cultures on a larger scale and have more general impact on the quality of patient care across a wider area.

To this end, we set as a goal for 2022 to grow our work with Integrated Care Systems to influence their emerging strategies for engaging with and involving their communities, and to deepen our impact across the larger footprints of these combined organisations. Introducing Schwartz Rounds across an ICS, for example, opens up the opportunity to attend Rounds to many thousands of workers across health organisations, local government and charities. At the end of the year, we were working with five ICSs in this way (up from two the previous year).

In July 2022, [NHS England and the Department for Health and Social Care issued new statutory guidance on working with people and communities](#). The guidance offered 10 principles for working with people and communities which align very closely with our principles for great involvement.

Narrative practices – the sharing of stories and experiences – play a fundamental role in humanising care and have formed an important part of our Implementation Support work. In August 2022, we supported [Our Dorset to launch their '100 Conversations' project](#). This is the second project that the Dorset ICS has commissioned with us.

Work we supported at Alder Hey Children's Hospital, the [Brilliant Basics](#) programme, was completed in 2022 and shortlisted for an HSJ consultancy award.

We hope to continue growing this area of our work throughout 2023.

 **The Point of Care Foundation**  
@PointofCareFdn


May is 'Brilliant Basics' month at [@AlderHey](#) ❤️

Brilliant Basics is a system-wide service improvement approach focusing on including the voice of families and young people in #QI.

We are delighted to be a part of this important work!

Artist: Aliza Nisenbaum



 Bev Fitzsimons (she/her) 🌱 and 3 others

12:44 PM · May 11, 2022



# Our Communications

Alongside our programmes, which work directly with practitioners, we continue to seek impact by disseminating ideas and resources to support the work of others in humanising care. Our online readership spans many countries around the world and extends our impact into new geographical areas.

## Toolkits

Our online resources remained popular in 2022, with over 80,000 views. Online toolkits, which support Experience-Based Co-Design, Patient and Family-Centred Care, using patient experience data, and using online feedback, are free to use and accessible to all. Other resources are specifically to support members of our communities. We also publish a wide-ranging evidence library to support researchers or others interested in peer-reviewed content relating to patient or staff experience.

## Blogs and podcasts

Our blogs were visited more than 16,000 times in 2022. We published 19 new blogs, authored by members of our team or people who have participated in our activities. Articles tend to respond to key issues in the health policy space or reflect on the impact of our work.

We have also continued to create and publish podcasts, which provide an opportunity to hear different perspectives on the giving and receiving of care. We issued seven new episodes during 2022, and attracted 1212 listeners across 10 countries.

## Newsletter

We publish a quarterly newsletter to share new content and report on our activities. Anyone can sign-up via our website. Total subscribers passed 7000 during 2022 as we continued to grow our community and raise awareness of our mission.



🎙️ **BTS:** Our comms officer (@rhi\_scicomm) had a lovely day yesterday recording an episode of our #podcast with @JocelynCornwell and Sir Robert Francis.

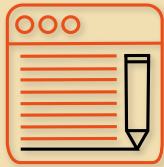
🔔 Be sure to subscribe wherever you get your podcasts to be notified when this ep is out! > [bit.ly/3ORUsoz](https://bit.ly/3ORUsoz)



2:47 PM · Jul 8, 2022

# Spreading our message

In 2022, we delivered:



**19**  
blogs



**3**  
case studies



**7**  
podcast  
episodes



**6**  
conference  
presentations



**5**  
journal articles



**7**  
resources

In 2022, we reached:



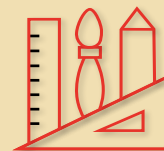
**6,836** Twitter followers



**7,271** Newsletter recipients



**80,236** Resource views



**72,381** Toolkit views

## Conferences

During 2022, The Point of Care Foundation team members and associates presented at the following conferences:

Schwartz in Higher Education Conference. Liverpool UK, March 2022. University of Liverpool, Golding L, Nargis F, Rice A and Jones D.

‘Developing a visual identification method for people with cognitive impairment in institutional settings’. Health Services Research UK conference. Sheffield UK, July 2022. Fitzsimons B, Goodrich J and Stockley N.

‘Experience-based co-design in a time of COVID: reflections on adaptations to the method’. Health Services Research UK conference. Sheffield UK, July 2022. Fitzsimons B, Goodrich J and Stockley N.

CAIPE AGM, Strategy Launch and Schwartz Rounds Symposium. London UK, November 2022. Rice A, Golding L and Jones D.

‘Tell me a story’ Event. NIHR Applied Research Collaboration ARC NWC. Liverpool UK, November 2022. Borowczak K.

Schwartz Rounds. Extreme Medicine Webinar. Online, December 2022. Rice A and Betts C.

## Papers and articles

The Point of Care Foundation team and our associates published a number of papers and articles during the year.

These included:

[Running interprofessional Schwartz Rounds with healthcare students.](#) Golding L and Grimbly V. *Annual report for Health Education England North West.*

[Visual identifier systems for patients with cognitive impairment in healthcare settings: A survey of practice in UK hospitals.](#) Kuberska K, Dixon-Woods M, Martin G, The DA VINCI Contributor Group. *International Journal of Older People Nursing.*

[A qualitative study exploring patient shadowing as a method to improve patient-centred care: 10 principles for a new gold standard.](#) Goodrich J, Ridge D and Cartwright T. *International Journal for Quality in Health Care.*

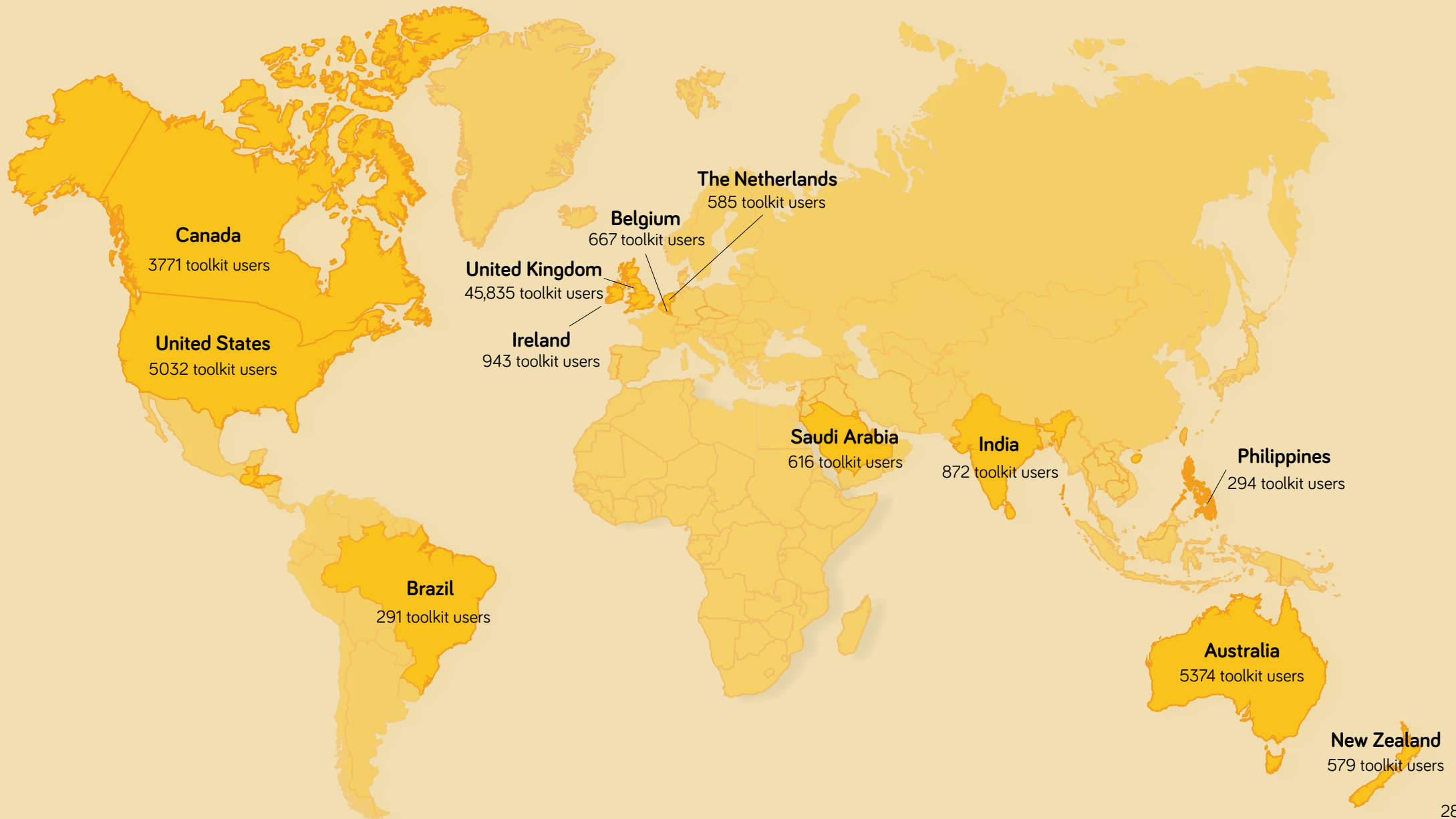
[Improving leadership should include support for leaders’ wellbeing.](#) Fitzsimons B. *BMJ Opinion.*

[Voices and stories are central to improving healthcare.](#) Fitzsimons B. *BMJ Opinion.*

# Our Reach

In 2022, we had a total of **54,799** users access our Toolkits and **1212** podcast listeners around the world.

Here are some of the top countries our content was accessed in 2022:



# Get in touch

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