

Embedding Schwartz Rounds in a Community Trust

- a team journey from Leeds

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Our journey

- Nov 2021 established a Steering Group and recruited and trained facilitators with support from PoC.
- Since Feb 2022 we have delivered 16 monthly Rounds (14 on MS Teams and two delivered in person).
- In Oct 2022, a dedicated Clinical Lead (0.6 wte) was recruited to progress the embedding of Round.
- Total number of participants on Rounds = 621 (as of July 2023).

Summary of our feedback survey

189 participants completed a short questionnaire for 14 of the Rounds (response rate 33%).

- 97% reported that they plan to attend future rounds.
- 94% told us rounds will help them work better with their colleagues.
- 94% agreed rounds help them better understand how their colleagues feel about their work.
- 94% reported stories were relevant to them and discussions were helpful.
- Overall rating score from participants is 4.68 (where 5 is highest). With 71% scoring 5, 26% scoring 4 and the remaining 3% scoring 3.

Some of our challenges

- High rate of turnover of facilitators in the first year.
- Challenge of finding staff, including from all different roles to share stories as panellists.
- Challenges of implementation of something different to usual business (cultural and behavioural).
- Developing a solid evaluation plan to measure the impact of Rounds.

Some comments shared by our participants

Helped me to reflect on human vulnerability and the need to be kind and compassionate.

I wasn't sure what to expect, overall a reflective, emotive space. I will be joining again.

Really insightful. It's useful to know you are not alone in feeling how you feel.

I really needed this time to reflect.

Amazing and powerful stories shared.

Helped me to look at issues from someone else's view point.

This felt like a great discussion to me today with emotionally real material shared that people could clearly relate to and a range of responses shared afterwards.

Interested in discussing more about our journey or have any questions?
Please email:
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What has helped

- A dedicated 0.6 wte post since Oct 2022 to develop and deliver an implementation plan.
- Learning from other Trusts and the PoC Community.
- Creating a Communications plan including our ALL-STAFF invitation to all Rounds.
- Passionate involved Senior Leaders (Director) and Sponsor (Exec Director) and a passionate team.

What's next?

- To continue to improve our evaluation survey, overall evaluation plan and reporting processes.
- To review and improve diversity in our steering group membership.
- To expand our delivery of bespoke Team Time Rounds.
- To continue to learn and seek and test new ways of engaging staff of all roles and bands to share stories and participate.

Summary

- Survey feedback indicates that staff find Rounds of benefit and relevance.
- Recruitment of a dedicated Clinical Lead post has helped to improve engagement and has nurtured a sense of stability to the structure, delivery and implementation of Rounds.
- We will continue to strive to learn from participants, team members, other trusts and the Point of Care Foundation Community.