



A journey of refresh and reinvigorating

Why did we need to make changes?

In 2020, Poole Hospital, Royal Bournemouth Hospital and Christchurch Hospital merged to become University Hospitals Dorset (UHD). Due to this and the Covid-19 pandemic, staff wanted to come together in person rather than virtually and our steering committee needed to re-connect.

We decided it was time to refresh and re-invigorate our Schwartz Rounds.



What did we do?

We re-engaged with our Point of Care Foundation Mentor and talked through a journey. We agreed we needed to...

Re-evaluate the way we ran Schwartz Rounds. We spoke to our committee and our people who told us they wanted to come together and share experiences, food and time. We also started to produce an annual report to showcase our work and evaluations.

Refresh our branding. We focused on communicating what Schwartz Rounds are and how they benefit staff through leaflets, intranet pages, videos and social media.

Re-establish our steering committee by asking our members to commit to the work ahead and re-establish our connection with the senior leadership team by asking them to commit to attending rounds.

Re-invigorate our staff through engaging communications and by asking them to vote what topics they would like to talk about. We also moved from just large general Schwartz Rounds to also putting on smaller more localised pop up rounds with topics that were meaningful to that department.

Re-organise the programme and set it 18 months in advance including venue and date.



What did we learn?

- We recognised that our steering committee was large but not all members were engaged. We gave permission to those who needed it to step down. This left us with a committed team who were happy to share the workload.
- We needed a team of facilitators to share the requirements of the programme.
- The benefits of working with our communications team who created an engaging brand and became a part of the steering committee.
- We needed to engage a passionate senior leadership team to promote Schwartz Rounds and attend them.
- A budget is necessary to provide food and resources for the rounds. We received charity funding for this.
- Our mentor gave the clinical and admin lead confidence and lent a supporting ear, full of experience and guidance.
- Our admin lead plays a vital role, keeping a log of actions and booking a full programme of venues and food.
- Sharing the rounds across all sites was really important especially as a newly merged trust.
- The importance of committing to being in the room rather than continuing a virtual programme.



What feedback have we received?

Date	Type of Round	Title	Attend	Rate (good+)
5.7.22	Mini Steering Committee round	<i>A picture tells 1000 words</i>	12	100%
15.8.22	Large Round	<i>Small acts of kindness</i>	32	100%
16.12.22	Large Round (Grand round)	<i>Working under pressure in the NHS</i>	29	91%
17.1.22	Mini round in Mac Unit, XCH	<i>When I am trying my best but it is still not enough</i>	24	100%
1.3.23	XCH gym	<i>Dealing with unexpected loss</i>	60	100%
26.4.23	Mini round in cardiology	<i>When communication makes a difference</i>	31	100%
18.5.23	Mini Round in theatres	<i>A day that turned into the unexpected</i>	34	100%
28.6.23	Large Round	<i>The world feels in turmoil</i>	31	100%



What does the future look like?

- Annually review the steering committee membership
- Review our team of facilitators and ensure we meet the programme of work
- Succession plan for exiting clinical and admin lead in March 2024
- Work to increase clinical engagement attendance

"Very powerful stories; we are not frightened to talk about topics that are really difficult"
"The panellists are amazing and made me realise that I am not the only one that thinks like this"
"Today's round will help me work better with my colleagues"
"The amazing power of compassion, empathy and team work"
"Emotional and uplifting stories. Thoroughly enjoyed it"
"Made me feel connected and that I was not on my own"