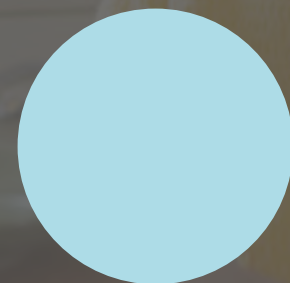




Impact Report 2023

How we supported a more humanised health and care system in 2023



The
Point of Care
Foundation

Contents

Introduction	p3
Patient Experience programme	p4
Patient Experience programme at a glance	p5
Foundations in Patient Experience – case study	p6
Course participants	p7
Leicestershire Partnership NHS Trust – case study	p8
Patient Experience course feedback	p10
NELFT: Enhancing laryngectomy services with Experience Based Co-Design – case study	p11
Staff Experience programme	p12
Where are Schwartz Rounds taking place?	p13
Higher Education Institutions	p14
Schwartz Rounds at the University of Brighton – case study	p15
Growth of Schwartz Rounds	p16
Celebrating 100 Rounds at East Sussex Health – case study	p17
Impact of Schwartz Rounds	p18
The emotional impact of climate change within healthcare – case study	p19
Communities	p20
Communities stats	p21
Implementation Support	p22
Our reach in 2023	p23
Afterword from Jessie Cunnett (Chief Executive)	p24
Get in touch	p25

Introduction



The Point of Care Foundation's mission is to make health and care more human. We do this through our work to create conditions for better relationships in health and social care – among staff and between staff and those using services. We support staff to work collaboratively with patients to improve care through our [Patient Experience programme](#). We work to support staff with the emotional and social impact of their work in health and care through our [Staff Experience programme](#), specifically [Schwartz Rounds](#). On top of this, we partner in research related to aspects of our mission, and support [organisation- and system-wide implementation](#) of programmes through our consultancy work.

This report covers the calendar year 2023, which saw the 75th birthday of the NHS. With the system still bearing the brunt of 2022's reorganisations, pressure on budgets with inflation running high, and ongoing Covid-related backlogs, it has been a tough time to be in the NHS. Our work seems even more crucial now, given the current circumstances.

2023 also marked [the Point of Care's 10th anniversary](#) as an independent charity, which we marked during 2023–24. Throughout this time, our core theme has been 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 use of narrative is the common thread that unites all our work.

Among the highlights detailed here is the continued expansion of our work to implement Schwartz Rounds for health and care students.

We have also been working with partners to help us think about how Schwartz Rounds can contribute to positive culture changes in Integrated Care Systems. Our Patient Experience programme continues to support organisations to listen deeply to their communities to understand what matters to them, including through the development of our new [Courageous Conversations](#) project.

Our Communities of Practice continue to grow and thrive, and we are fortunate to be part of such an inspiring network of people committed to the same values. We have also launched some special projects to mark our anniversary.

The end of 2023 saw me stepping down as Chief Executive of the Point of Care. I feel so lucky to have led the organisation for 4 years, working alongside such wonderful people in the team and community. I am delighted to pass the baton to [Jessie Cunnett](#), who will take the Point of Care forward in its next chapter.

– *Bev Fitzsimons (Former Chief Executive)*

Patient Experience programme



Through our patient experience work, we seek to improve the quality and experience of the care people receive. The programme comprises commissioned projects to support quality improvement, and training and support for people seeking to design services to better support patients, families, and carers.

During 2023, we ran six [Experience-Based Co-Design \(EBCD\) training programmes](#), and supported two cohorts to complete the [Foundations in Patient Experience course](#) (a course accredited by the Institute of Leadership and Management for people working in patient experience or quality improvement). This work supported 127 individuals from 9 countries. In our commissioned work, we ran four projects working closely with clients including NHS Trusts and national organisations in the UK and Canada, supporting a further 107 individuals.

'Train-the-trainer' model

This year we saw an increase in demand for 'Train-the-Trainer' support, and we enjoyed partnering with teams to build capacity within their organisation to use EBCD. Our Train-the-Trainer model involves EBCD training and a day of reflection on local challenges and creating resources to support others within the organisation to use the EBCD method.

As resources and budgets remain tight within the health and social care sector, the Train-the-Trainer model allows teams to invest in key agents of change within their organisation, supporting the sustainability of EBCD projects and outcomes.

As well as benefitting our partners, this approach works well for us because, through follow-up coaching support for six months, we are able to stay in contact with the real-life challenges people are facing and draw

on the expertise of our team and associates to collaboratively work with those challenges.

Courageous Conversations

Alongside our ongoing work in 2023, we've further developed our new [Courageous Conversations project](#). This project aims to empower health and social care professionals and patients to confidently engage in important conversations that require stepping outside their comfort zone.

Due to work pressures, there is a tendency to focus on the task at hand. However, we know by leaning into conversations about what matters to patients and their families, we can enhance their experiences and foster real connections.

We are collaborating with professionals, patients, and caregivers to co-design a card deck and one-day workshop to help professionals reflect on the types of conversations they typically have and don't have.

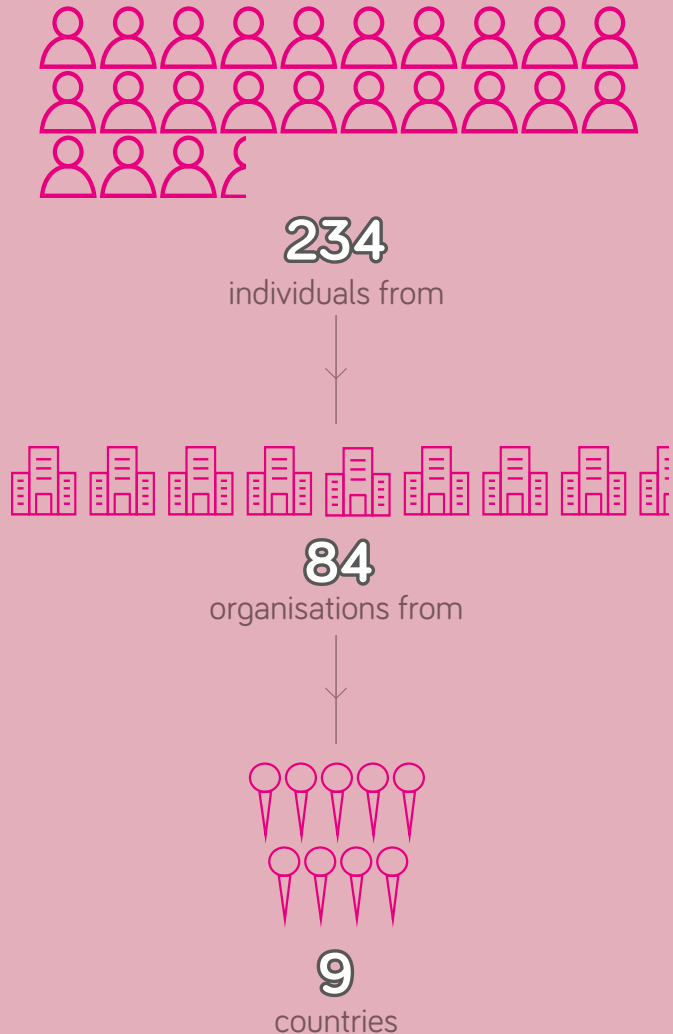
During 2023, we held three events with patients, and professionals and identified [six core themes](#). We have now held six co-design events where we discussed each topic in more detail. We are currently in the process of consolidating the insights to develop a prototype card deck and one-day workshop outline.

We will share these with our co-designers, make changes, and hope to be ready to trial the card deck and workshop towards the end of 2024. This will be a significant new product for The Point of Care, drawing on cross-organisational expertise, creating and holding powerful reflective spaces, and using storytelling for cultural change.

- Katie Campion (Former Patient Experience Programme Lead)

Patient Experience programme at a glance

In 2023, we trained:



“

I have really enjoyed it and will miss our [Tuesday] mornings. We have bonded as such a good group.”

- 2023 Foundations in Patient Experience course participant

in quality improvement techniques

Foundations in Patient Experience – case study



Amy Jordan

Macmillan Senior Project
Manager,
Wales Cancer Network

Amy Jordan enrolled in our Foundations in Patient Experience course for Autumn/Winter 2023. At that time, she had been in her role for 4 months, leading a National All Wales project focused on investigating the psychological and emotional support requirements of cancer patients, their families and caregivers.

The Foundations in Patient Experience course was thoughtfully structured, covering various patient experience modules. The cohort comprised a diverse group of professionals with different working backgrounds spanning the UK and international settings, who contributed a wealth of distinct experiences and challenges to our group discussions.

I enjoyed the flexibility of it being virtual, fully interactive and engaging. The expertise of the tutors and guest speakers proved invaluable. Breakout sessions were skilfully managed, giving the opportunity to explore thoughts in depth and safely scrutinise plans or address challenges. The emotional mapping part of Experienced Based Co-design was one method of exploring patient experiences I was particularly interested in using. We touched upon this in the course, but further support/resources were provided by the tutor, which shows a genuine community of support throughout and beyond this training.

Learning over 12 weeks really helped me to digest learning and provided the opportunity to implement learning into everyday work. The aspect of the course that really stood out for me was the opportunity to share knowledge and insights from different organisations. The layout of the sessions meant everyone had an opportunity to engage. The tutors and platform provided a safe and effective place to share and collate responses, which didn't feel forced – and we were not “*bored by PowerPoint*”. For me, it struck a perfect balance between teaching, interactive and discussion time. There was also ample time to deeply reflect on the learning, both on a personal and organisational level.

Ongoing impact

The course has re-shaped my perspective to always value and champion ‘person-centred’ improvements along with the possibility of using patient experience or stories to augment existing data in a more impactful way.

I have implemented this learning using a patient poem provided through recent engagement work, which has helped illustrate to staff the anxiety and worry felt after a cancer diagnosis through patients’ own words.

This course came at the right time for me, being relatively new to post and the project in its infancy meant I could ensure all the learning and fundamentals of patient / professional experience were embedded from the start. I’ve been able to make sure improvement involves all stakeholders (patients, families, carers, staff, linking organisations) and builds on their experiences.

Having an insight and understanding of what options are available to explore patients or staff experiences is particularly useful, as some of these I had never heard of before the course. I am now planning on using some of these in a planned patient engagement event.

Course participants

Our [Patient Experience programme](#) offers bespoke and open access training to care teams to improve the quality of their services by seeing the care they provide through the eyes of their patients.

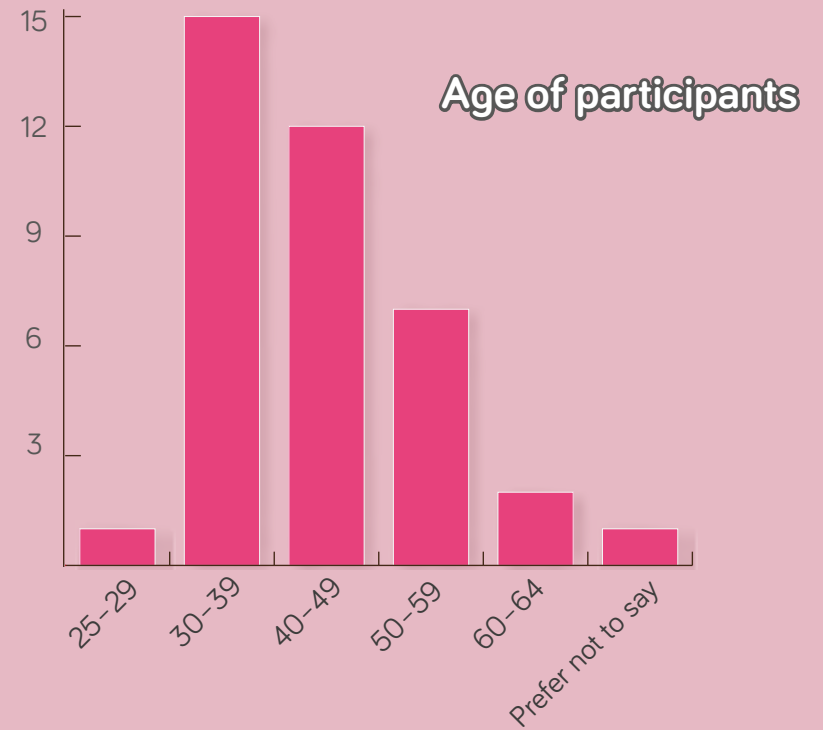
In 2023, we delivered:



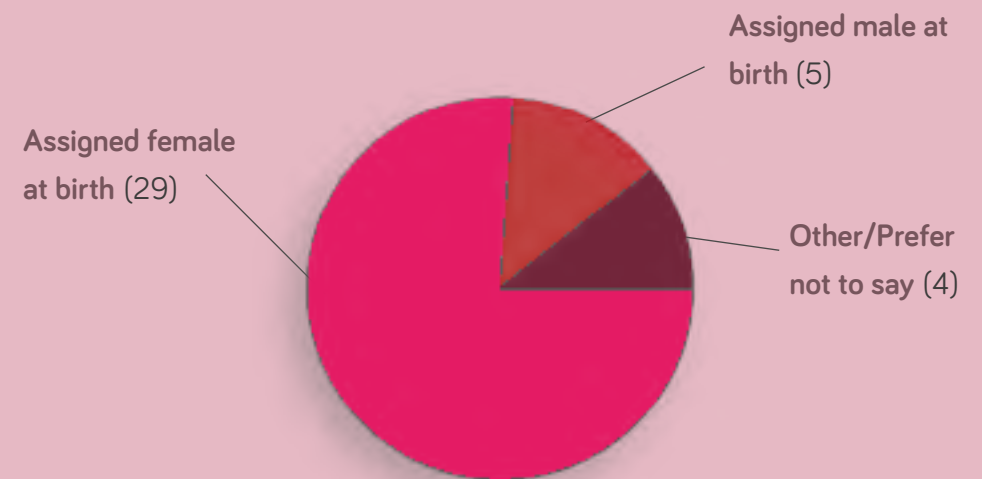
8 open programmes to 127 participants



4 bespoke programmes to 107 participants



Gender of participants



Leicestershire Partnership NHS Trust – case study

The Point of Care Foundation worked with Leicestershire Partnership NHS Trust (LPT) in 2023 to roll out an [Experience Based Co-Design \(EBCD\)](#) ‘train-the-trainer’ programme. Andy, a patient partner, and Haley, a staff member, describe the programme’s impact.



Andy Murtha

Patient Partner
Leicestershire Partnership
NHS Trust

Patient partner, Andy Murtha:

I have engaged with most areas of the NHS since becoming physically and mentally disabled in 2007/08. I have struggled every day while engaging with the NHS due to tick-box exercises being the norm.

I found this course fascinating. It was what many of us have craved from LPT for so very long. What stood out for me was it could have been designed around me. That, we are going to train staff in LPT how to use this system, is like the cherry on top of the cake. The course is designed bottom-up rather than top-down. I do believe together now, patients and management can and will make a difference. For many of us, it is already embedded in our thinking.

The course is helping in my role for several reasons. I suppose the strongest is confirming what I am trying to do every time I engage with LPT. It has also given me more energy for my roles, like having a second wind.

The training focused my thoughts on the ways I interact with those I co-design with, like in my recent work redesigning resources for newly diagnosed elderly patients with Type 2 diabetes.

I think it shows the courses are worthwhile when, at the celebration event, I was celebrated for how easy I was to work with and how much we accomplished. Mostly the bit I like the most is how much I could see the student nurse I was working with grow in confidence. It was a joy to witness.

– Continued on next page

Leicestershire Partnership NHS Trust – case study



Haley Cocker

Patient Experience
Involvement Manager

Leicestershire Partnership
NHS Trust

Patient Experience and Involvement Manager, Haley Cocker:

I am passionate about learning more about QI methodology using a collaborative approach between staff, patients and carers. I often see QI projects come to us already formed, without knowing if this is what patients actually need and want.

I thought the course was engaging and the interactive elements helped me understand the tools and have more confidence in using them. The tools have been particularly useful and easy to take away and put into practice, following a well-set-out approach.

The facilitators had good knowledge and a kind, open approach, which made attendees comfortable and able to share and fully participate. We had quite a vocal group!

I found the course helpful in my role. It was particularly useful to have both staff and patient/carer colleagues attend the training in order to continue discussions and embed the learning across the organisation.

We are now thinking differently about how we carry out QI across the Trust and encouraging the EBCD approach to ensure that improvements are led by staff, patients and carers. This has resulted in adding an introduction and full-day EBCD training sessions to the Trust's QI offer, co-delivered with our patient partners.

We have also developed a community of practice in the Trust, where like-minded individuals are coming together monthly, to share and learn from each other. Here we have learnt that various projects have commenced using the EBCD methodology, including looking into HR processes, co-developing a psychology programme and other service improvements.

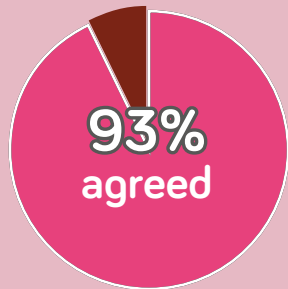
We will continue to roll out the training with our patient partners over the next year, along with the community of practice, and monitor projects using the approach to capture outcomes and stories.

We have planned training sessions with our QI advisors so that they can better encourage and use the approach in projects they support.

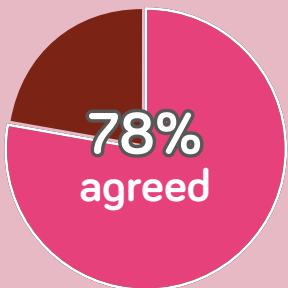
Patient Experience course feedback

Experience Based Co-Design

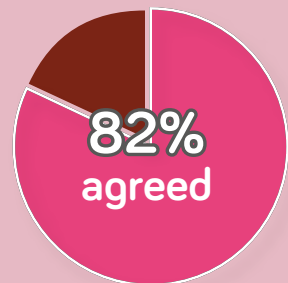
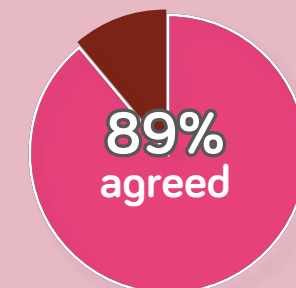
Foundations in Patient Experience



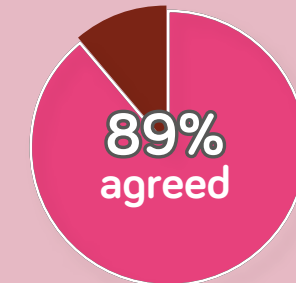
"The facilitators created a **comfortable and safe space** where I was able to contribute and felt valued."



"The course has helped me to feel **more confident** to make a meaningful improvement in patient experience."



"The content was **engaging and relevant** to me and my work."



NELFT: Enhancing laryngectomy services with Experience Based Co-Design



Rhiannon Haag

North East London NHS Foundation Trust (NELFT)



Patrick Onyema

North East London NHS Foundation Trust (NELFT)

Rhiannon and Patrick share how North East London NHS Foundation Trust (NELFT) used [Experience Based Co-Design \(EBCD\)](#) method to enhance their domiciliary laryngectomy service, leading to meaningful improvements in care.

The pandemic required many services to adapt and change. One such change was that our laryngectomy service became a domiciliary service, to reduce the risk for laryngectomy patients coming into the hospital. We saw a number of positive consequences to this change, for example, more joint visits and multi-disciplinary working, as well as reduced carbon footprint given the travel distance for patients to reach this specialist service covering a wide geographical area. When pandemic pressures and risks began to reduce, the team felt there were real benefits to keeping the domiciliary service rather than returning to a clinic-based service. However, we wanted to not only establish some evidence for this change but also to find out from our service users if any other areas could be improved.

At North East London NHS Foundation Trust (NELFT), we have a well-established and renowned Quality Improvement team. The QI team then put out a call to clinical teams to apply to partner with them to try out the EBCD method. This aligned with

what we needed to support the development of our domiciliary service, so we applied.

EBCD is a structured and validated QI method that involves gathering experience data by interviewing staff and patients. A catalyst film of 20 minutes is then created from the narrative interviews and shared at a joint event where patients and staff come together to identify and discuss priorities as a collective group. It's quite a different way of doing things.

With a QI project you might expect the results at the end, but what was interesting is that the EBCD method changed the relationship with patients from the outset and throughout the project.

The pandemic and clinical pressures meant we had to be creative, for example using Occupational Therapy students to support at the interview stage. This had several unintended but positive consequences. The OT students had a really valuable experience hearing from patients about their experiences in depth. But they were also able to identify OT needs and we are now investigating OT input into the service.

EBCD is quite a full method, and it does take time, but having the stages and practical steps helps to see you through the process. We also learned a lot about other improvements we could make. It felt good to be working from both patient and staff experiences, designing improvements to make meaningful improvements in care. The project was completed and published in 2023 which was when we made contact with Point of Care to let them know about our experience of using EBCD.

Listen to Rhiannon and Patrick talk about their experience running this project in an episode of the Humanising Health and Care podcast [here](#).

Staff Experience programme



The experiences of staff working in health and care are intrinsically linked to the quality and safety of care they can deliver. Our Staff Experience programme – specifically Schwartz Rounds ('Rounds') – continues to support various health and care organisations, national charities, and Higher Education Institutions.

We have placed considerable emphasis in 2023 on expanding our work with Higher Education Institutions (HEIs) – more than doubling the number of HEIs providing Rounds for their health and care staff and students. We believe the inter-professional understanding developed from Rounds can have significant long-term impacts, as students have reported carrying enhanced professional empathy with them through their careers. Read more about our work with HEIs in 2023 on [page 14](#).

During 2023, we have widened the scope of places where Rounds take place. We have also experienced growth in new and emerging organisational forms including, Integrated Care Systems (ICSs) and their geographical 'places', Primary Care networks, professional bodies, and national charities.

Assessing the extent of the reach of Rounds within organisations remains an ongoing challenge. This is an important measure for understanding how Rounds are performing in terms of equity, diversity and inclusion. We're continuing to work directly with the Schwartz Community to enable us to gather this data to demonstrate the impact of Rounds and to ensure they are accessible to everyone.

We have worked closely with our Community of Practice during 2023 to understand what meaningful impact measures are for the Schwartz Community. These fall into three core categories: impact on individuals and teams; organisational impact; and impact at a systemic level. We are also reflecting on how measuring the impact of this intervention connects to our overall mission of humanising care.

We continue to hear feedback from participants who respond positively to Rounds and recognise their benefits. In 2024, we are planning a bi-annual census approach across all sites to take a deeper measure of the impact of Schwartz Rounds from the lens of EDI. We will continue to encourage sites to collect their local impact data for each Round as this is a key factor for the sustainability of Rounds.

– Sarah Massie (Director of Programmes)

Where are Schwartz Rounds taking place?

277 Schwartz sites:



Sites include (among others):



Previously, Ireland's Schwartz organisations were under one whole-country contract. In 2023, we began the progress of moving these organisations to individual contracts. Once this is complete, we will be able to report a number for Schwartz sites in Ireland.

Higher Education Institutions



For students of health and care disciplines, attending Schwartz Rounds can, we believe, have a lasting impact on their compassion for patients, their colleagues and themselves, which they carry through their careers.

We know that students attending Rounds during their training report feeling more courageous and confident in their clinical work, appreciate the roles and contribution of other health and care staff more, and feel less alone with the strong feelings that arise from working in this sector.



2023 was a busy year for our work with Higher Education Institutions (HEIs). Many new HEIs across the UK, particularly in England, started to run Schwartz Rounds with their health and care students, bringing the total onboard to 45.

New networks

The Schwartz South project, which is working with six HEIs, has continued to thrive, while 2023 also saw the launch of two new regional HEI projects in England funded by Health Education England (now NHSE). Schwartz Midlands includes 14 HEIs coordinated through two regional hubs at – the University of Warwick and the University of Leicester. The Wessex and Isle of Wight ICS Schwartz Rounds Project is a collaboration between four HEIs and six NHS Trusts to run Rounds for healthcare students and newly qualified staff.

Alongside HEIs, we are also working with a number of professional bodies and royal colleges with a focus on their healthcare students and newly qualified staff. We ran Schwartz Rounds and/or presented on our HEI

work at eight UK conferences and events during 2023. This has proved a great way to introduce people to the origin story and the power of Schwartz Rounds and show how health and care students benefit from attending.

Our HEI Schwartz Rounds Community of Practice (CoP) continues to grow, enabling the collaborative and enthusiastic community of HEI staff to meet and share. The CoP met online in March and July, and held its first face-to-face meeting in London in October.

Attended by 36 people from 18 HEIs across the UK, the event prompted positive feedback:

“The face-to-face networking opportunity was invaluable, thank you”

“It was good to share ideas and experiences so we can improve our Schwartz Rounds”

“Really enjoyable day, a lot of valuable information gained”

“Was really happy with the day. Worth a long trip!”

As the HEI work grows, we hear more about the organisational and systemic benefits of running student Schwartz Rounds, including the role they play in promoting interprofessional working, and in enabling collaboration and reciprocity, both within HEIs and between HEIs and their local NHS Trusts.

– Laura Golding (Programme Lead: Schwartz Rounds in HEIs) and Eryn London (Programme Manager: Schwartz Rounds in HEIs)

Schwartz Rounds at the University of Brighton



Joanna Holland

Lecturer, Registered Nurse
University of Brighton

Student involvement in the promotion of Schwartz Rounds is driving interest and delivering benefits for students.

At the University of Brighton, we have been collaborating with our students to promote [Schwartz Rounds](#) and ensure that our Rounds meet student needs. As part of a Quality Assurance in Placement Learning (QAPL) placement, students can earn placement hours and achieve some assessments in their Practice Assessment Document (PAD) through collaboration with academic staff on project work.

As students join our [Schwartz Rounds team](#) for the duration of the placement, they participate at steering group meetings and attend Rounds, create posters and social media content, and produce promotional films. They actively promote Rounds by giving talks at lectures across the school in order to reach out to as many students as possible through word of mouth.

To produce the promotional film, students Millie and Thulani researched how Schwartz Rounds are promoted and looked at examples of media and films from around the world. They next asked peers about what they do or don't understand about Schwartz Rounds to identify gaps in

understanding, to be addressed in the film. Reflecting on these gaps in student understanding, they developed interview questions to ask volunteer participants. Using motivational interviewing techniques, Millie and Thulani interviewed their peers on camera and learnt how to edit the film, adding subtitles, credits and music. The end-product is a [film](#) which communicates how Schwartz Rounds can benefit students and encourages them to attend.

Impact of placement

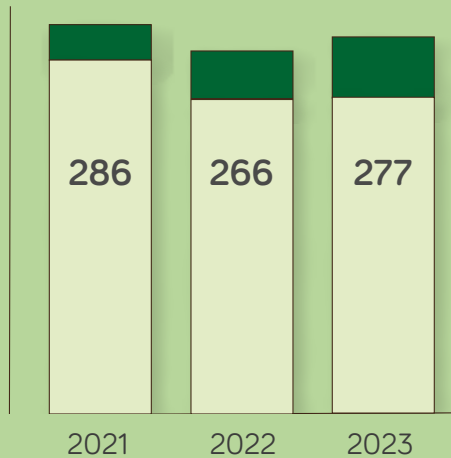
Co-production of promotional materials with students enables us to ensure that materials are attractive to our student audience. This placement in turn sparks interest in both Rounds and the QAPL placement.

Evaluation shows that students appreciate the unique opportunity the placement provides to apply their creative skills in their healthcare undergraduate studies, and the chance to practice leadership and delegation skills by working in teams to deliver projects.

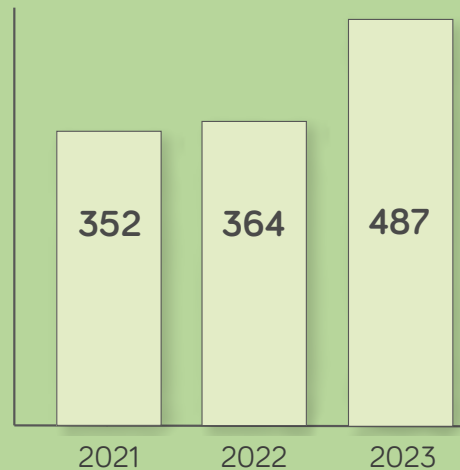
Our current QAPL students are undertaking thematic analysis of our Round evaluations and co-writing the discussion section of a piece that we are aiming to publish. Engaging in the process of data analysis and writing for publication gives students a unique opportunity to develop their leadership and communication skills, explore the 'living lab' of Schwartz Rounds through undertaking research, and chances to collaborate with academics outside of traditional formats.

Growth of Schwartz Rounds

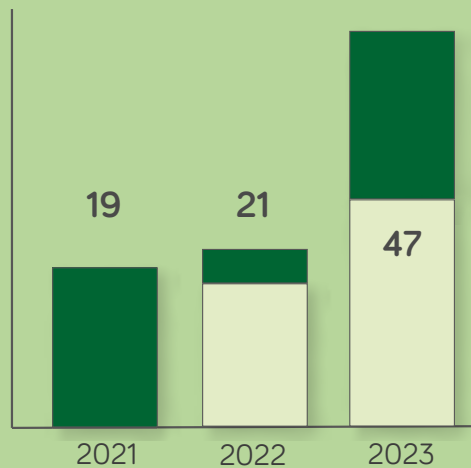
New Schwartz Rounds sites in the UK



Schwartz Round facilitators trained



Higher Education Institutions

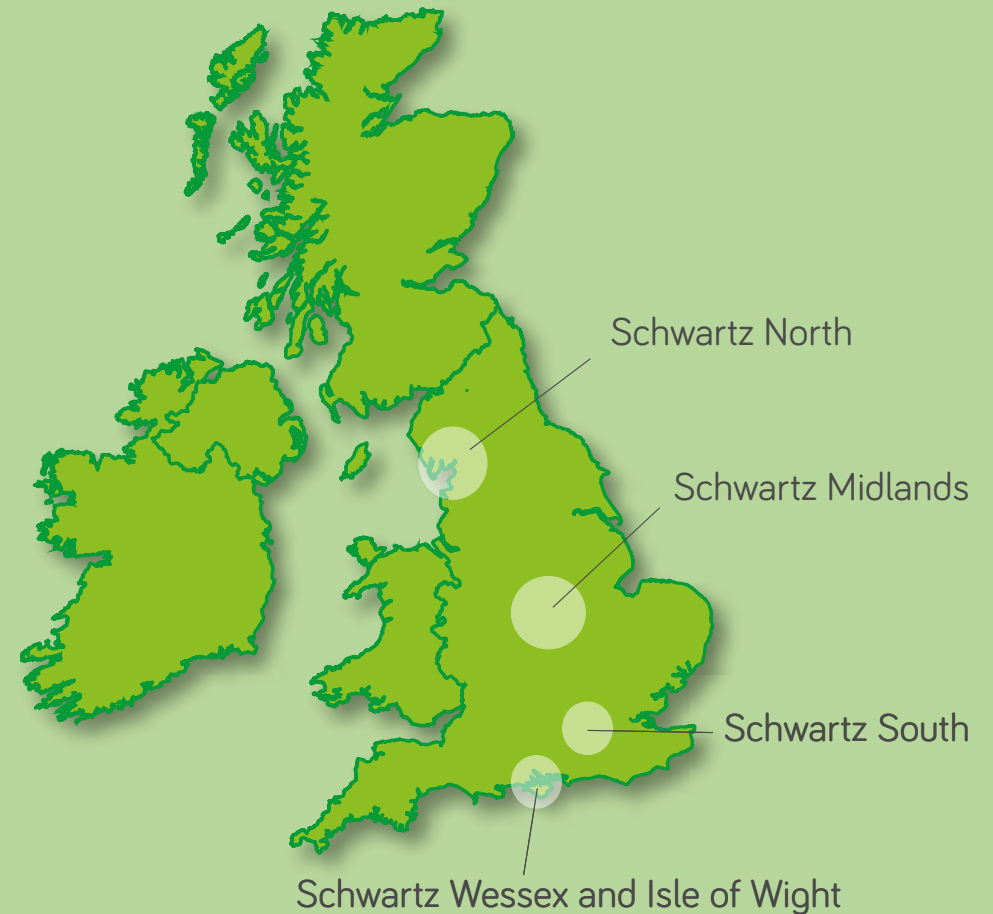


 New sites who joined the Schwartz Community

HEI projects across England

In 2023, 14 Midlands-based universities accepted NHS funding to begin working with us to establish Schwartz Rounds. This '[Schwartz Midlands](#)' project has helped make Schwartz Rounds available for the first time to approximately 65,000 students*.

Schwartz Midlands is the third NHS-funded Schwartz Rounds project in universities in England, and fourth in total:



*Estimate based on students taking health and social care disciplines at the 14 universities, taken from information published by Office for Students.

Celebrating 100 Rounds at East Sussex Healthcare NHS Trust



Farida Malik

Consultant in Palliative Medicine, Clinical Lead for Schwartz Rounds
East Sussex Healthcare NHS Trust



Kim Boorman

TRIM and Schwartz Facilitator Lead
East Sussex Healthcare NHS Trust

In 2023, East Sussex Healthcare NHS Trust (ESHT) celebrated its 100th Schwartz Round.

“We tell ourselves stories in order to live”
– Joan Didion

During 2023, we celebrated our 100th Round at East Sussex Healthcare NHS Trust (ESHT). For 9 years, we have been able to hear the most amazing stories by bringing staff together, whilst navigating the triumphs and challenges of hosting [Schwartz Rounds](#). This 100th Round, entitled ‘*Acting with Kindness*’ and focusing on those small acts, took us back to the roots of what was important to [Kenneth Schwartz](#).

ESHT is a dual-site hospital and community NHS Trust on the South Coast of England. During COVID, we recognised continuing to offer a safe confidential space for staff was important and we delivered virtual Team Time and Schwartz sessions. Emerging from the pandemic, and to be inclusive to all who wish to attend, we now offer a mixture of face-to-face and virtual Rounds. Celebrating the magic of being back in the room is important whilst still championing the reach of virtual Rounds.

Rounds in 2023 were wide and diverse, reflecting emerging stories and unifying themes,

including ‘*How my work has changed me*’ and ‘*The day I nearly walked out and why I stayed*’. We had a large range of storytellers from staff groups such as Porters, Doctors, Administrators, Managers, Nurses and AHPs. IT staff had their own Round entitled ‘Behind the screen’, opening a unique window into their experiences.

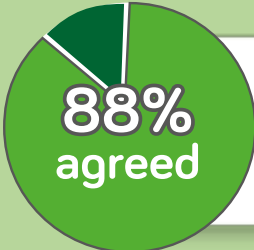
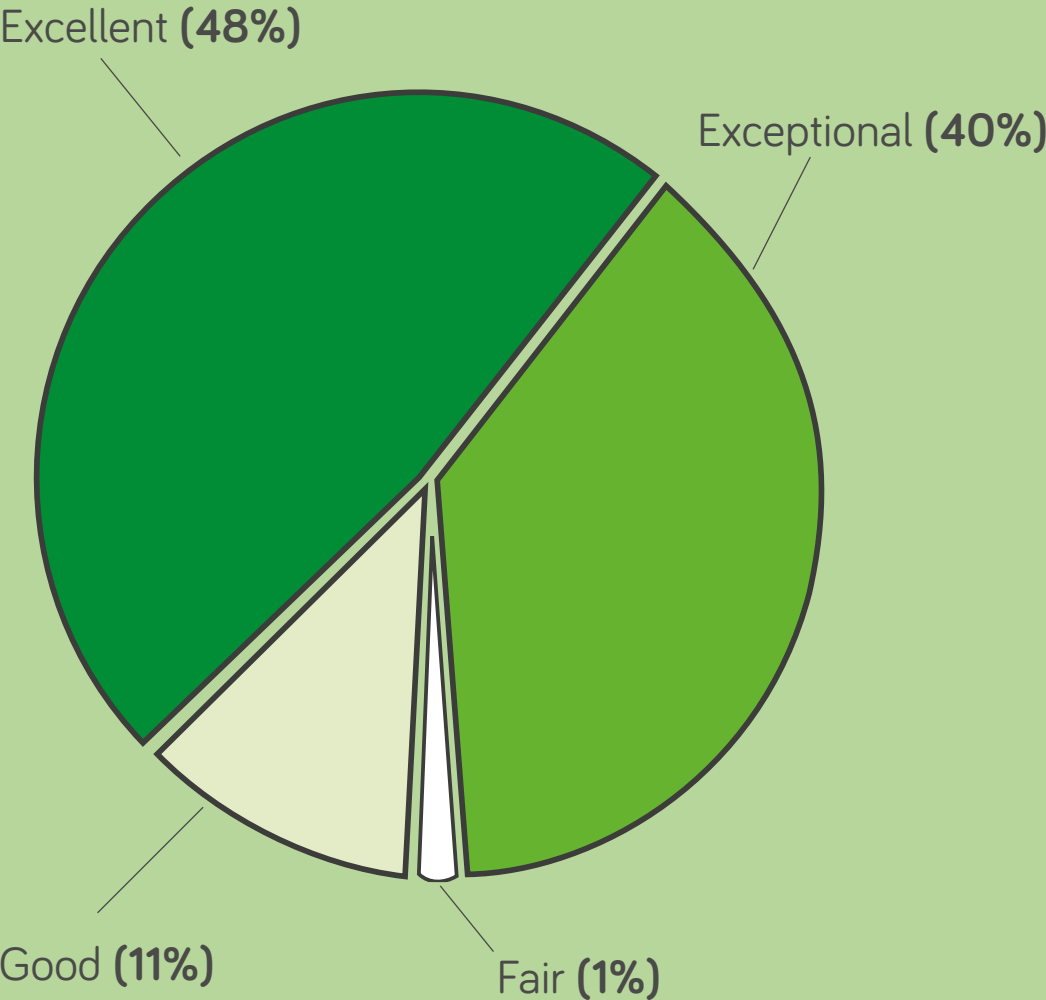
We try to keep Rounds at the forefront of our minds and complete an annual report to our POD (Patient and Organisational Development group)/senior executives. The data we collect is important in shaping future Rounds. We regularly look at staff attendee evaluations, to understand the quality and reach of Rounds, and the EDI characteristics of attendees compared to the make-up of the workforce.

We recognise the ongoing difficulties in getting frontline staff to attend Rounds and sometimes still have the challenge of finding storytellers willing and able to tell their stories. That Rounds continue is a testament to our fantastic team of facilitators, administrator, and steering group and of course, the storytellers and attendees who give such valuable contributions during Rounds. The Point of Care Foundation Schwartz Community networks and [Communities of Practice](#) give us opportunities to further link in and learn from others and this has led to both of us now mentoring other sites developing Rounds.

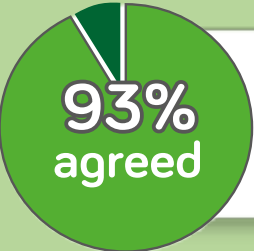
On a personal level, it is a real privilege to hear the incredible experiences of staff members and the connections they have created. We hope this carries through to the next 100 Rounds.

Impact of Schwartz Rounds

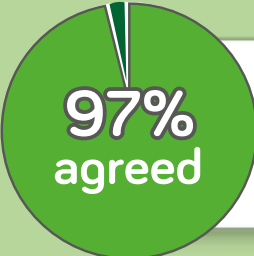
Ratings of Schwartz Rounds:



“[After today’s Round] I have a better understanding of how I feel about my work.”



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



“I would recommend Schwartz Rounds to colleagues.”

Total of 430 responses submitted rating a Round in 2023.

527 individuals responded to feedback asking if they agree or disagree with these statements after attending a Round.

The emotional impact of climate change within healthcare



Richard Smith

Chairman
The Point of Care
Foundation, The UK Health
Alliance on Climate
Change

In 2023, The Point of Care Foundation collaborated with the UK Health Alliance on Climate Change to host a Schwartz Round exploring climate change and health.

The latest data from the Office for National Statistics shows that “*three in four adults (74%) reported feeling (very or somewhat) worried about climate change.*” Those with a degree or equivalent are even more worried (83%), and a survey by the BMA found that nine of every ten doctors are worried about the implications of climate change for public health.

The NHS is legally [committed to reach carbon net-zero by 2040](#) on all it directly controls and by 2045 on all it consumes. This will mean radical changes in the NHS, and, although almost nine of ten NHS staff support the commitment when told about it, a [Health Foundation survey](#) showed that most don't know about it.

In 2023, as an experiment to explore the emotional impact of climate change within the health and care system, the Point of Care partnered with the [UK Health Alliance on Climate Change](#) (UKHACC) to organise an online [Schwartz Round](#) on climate change and health. UKHACC is an alliance of 47 organisations of health professionals, including most of the royal colleges;

altogether its members' members number over a million, most of the NHS workforce.

A full account of the Round can be read [here](#), but as the Round was an experiment it was not recorded. Around 50 people attended the Round. Of the seven people who completed the evaluation, all agreed that it's important to pay attention to the emotional impact of the climate and nature crisis and all agreed that Schwartz Rounds are a good way to do so.

One respondent wrote:

“I thought it was so insightful. I was in tears listening to some of the stories as I am so sad at what is happening. I am teaching the topic to undergraduate students and finding it difficult to get a happy medium between the actual truth without making them feel as bad as I do.”

Another wrote:

“My first Schwartz round. I was interested to be part of this and I am also interested in (and deeply saddened by) the climate emergency. I found it emotionally useful (validating, encouraging action) and energising to hear the three storytellers.”

The climate emergency is progressing fast, and the global response is - so far - inadequate. Anxiety about climate change is likely to increase, and more health professionals will come to understand that the health and care system will have to change radically to respond to the emergency. The Point of Care will hope to explore further the value of Schwartz Rounds in the context of climate change.

Communities



Compassionate cultures in health and care organisations are a potent catalyst for improving patient care and staff wellbeing. Throughout 2023, we worked to maintain and grow our [Patient Experience](#) and [Schwartz](#) Communities. All of our Communities of Practice (CoPs) thrived in 2023 and we are very excited for more opportunities to gather in 2024.

Throughout 2023, our mentors continued to organise bi-monthly forums for the Schwartz Community across various regions: North West, North East, South West, South East, Midlands, and Northern Ireland. Additionally, we have sector-specific communities for Integrated Care Systems and Higher Education Institutions. These CoPs continue to ensure everyone in the Schwartz Community has an opportunity to connect share, learn, and grow.

In September 2023, we hosted two face-to-face events for the Schwartz Community (one in Manchester and one in London). These events provided a welcome opportunity for in-person networking as we continued to emerge from the era of Covid.

As part of our [Patient Experience programme](#), we continued to grow our [Experience-Based Co-Design](#) (EBCD) and [Patient Experience](#) Communities of Practice in 2023. Both CoPs experienced successful events, featuring a highly popular fishbowl event over the summer that brought together both groups with special guest speakers.

Our [Foundations in Patient Experience](#) and [EBCD](#) course alumni highly value the CoPs as spaces for networking. This is particularly crucial for

those consistently applying the EBCD method as part of their work or research. Throughout 2023, we received extensive feedback expressing how these groups are invaluable, fostering a sense of connection among participants and enhancing their engagement with their careers. Read on for more feedback from our community events in 2023.

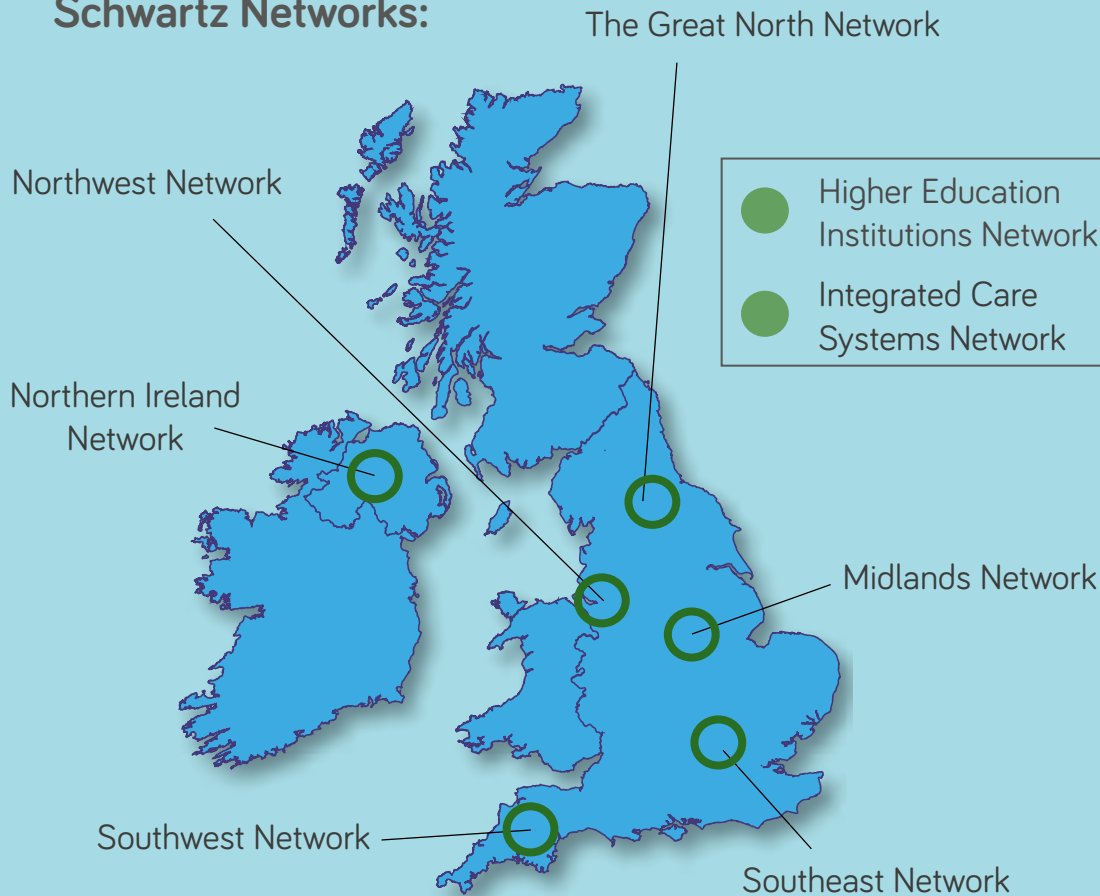
In November 2023, we co-hosted our first-ever [Care Experience Symposium](#) with Picker in Birmingham. This event aimed to understand, evaluate, and discuss ways to improve people's experiences of receiving and providing care in England. Feedback from attendees at the event was overwhelmingly positive, with over 97% of respondents confirming they were satisfied or very satisfied. Due to the event's success and positive feedback, we plan to host another Care Experience Symposium with Picker in autumn 2024.

- Isabella Carreon (Programmes Officer)

Communities stats

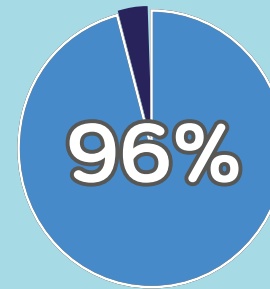
In 2023, we provided space for **10 Communities of Practice** across the UK and Ireland. These included 2 Patient Experience Communities – [Experience Based Co-Design](#) and [Foundations in Patient Experience](#) – and 8 Schwartz Communities.

Schwartz Networks:



Schwartz Community Events

We held **2 in-person events** for the Schwartz Community in 2023.



of attendees* rated the events 'Excellent' or 'Exceptional'.



The face-to-face networking opportunity was invaluable, thank you.”

- 2023 Schwartz Community Event attendee

Implementation Support



This part of our work aims to support larger organisations and health systems to implement change at scale. During 2023, we began work based on a new bespoke offer to help secure rich qualitative data from communities, to support service improvement.

Community Voices training

We have long found that training and working with peer researchers can yield rich and insightful data that can then be used to arrive at tangible and impactful improvement goals.

'100 Voices' was an innovative project that we completed with Dorset ICS in 2021 and 2022. The project involved using our expertise in interviewing and storytelling to train citizens to go out into the community and capture narrative data that could then be used to build services from the ground up that truly meet the needs of the local population.

Building on the success of 100 Voices, we are now able to offer bespoke Community Voices training to teams to enable them to develop a bank of citizens from their communities with interview skills who can capture data that is more representative, real and impactful.

We know that patient surveys are only answered by people with the motivation, time and literacy to be able to complete them. Surveys also only capture data on the things that the survey writer has deemed important. So, whilst survey data can be useful and build a picture of what

is happening on a larger scale, individual narrative data is much richer and can enable services to hear from a broader subset of the populations they serve.

We ran our first bespoke course in December 2023 in a creative project led by CAN100 and funded by Public Health Dorset. Nine charities and community organisations came together to send volunteers on interview and facilitation training. We are yet to see the outcomes of the projects but were impressed by the creativity used to tackle the local issue of non-attendance at GP appointments. Some charities were using animation, performance, or art to present to funders the issues that can lead to non-attendance, along with co-created solutions.

– Katie Champion (Former Patient Experience Programme Lead)

Our reach in 2023



41,319 Website visitors



12 blogs published



7,319 blog reads



7,161 X (Twitter) followers



8,379 Newsletter recipients



474 podcast listens

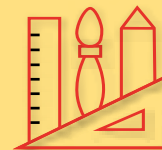


across

39 countries



56,996 Resource views



12,842 Toolkit views

Afterword from Jessie Cunnett



I joined the Point of Care Foundation at the very close of 2023 so can claim no credit for the successes documented in this Impact Report. But, looking across the extent of the work carried out, and the feedback reported by people and organisations participating in our work, it is hard not to be proud of what has been achieved, and excited for the future.

To pull out just a few highlights, the Point of Care worked with 277 organisations to support the provision of Schwartz Rounds, developing compassionate working cultures and enabling health and care staff to deliver their best care. We trained 234 individuals, from nine countries, in quality improvement theory and practice, through our [Foundations in Patient Experience course](#) and training in [Experience Based Co-Design](#). Feedback from participants in all these activities was consistently strong. Meanwhile we continue to grow our networks, with Communities of Practice supporting our work to embed person-centred approaches more widely and deeply within the health and care system.

Our [symposium in November](#) was important for several reasons. First, it provided a useful forum for the exploration of ideas and practices for listening to and learning from colleagues' and patients' experiences. It also showed what can be achieved in partnership with likeminded organisations— in this case, the excellent Picker – and the potential for our work to influence change within the wider system.

As an incoming chief executive I am bound to ask, what is it that the Point of Care brings to the world, what makes it special, and how can we best

develop the work we do in a fast-changing health and care climate? The answers to these questions, I believe, lie in the unique combination of impacts our work brings: improving patient care, supporting the staff that provide that care, and championing the cause of humanised care across the system.

As we develop our work through 2024 and beyond, we do so with a growing appreciation of the value it brings.

– *Jessie Cunnett (Chief Executive)*

Get in touch

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