



The
Point of Care
Foundation

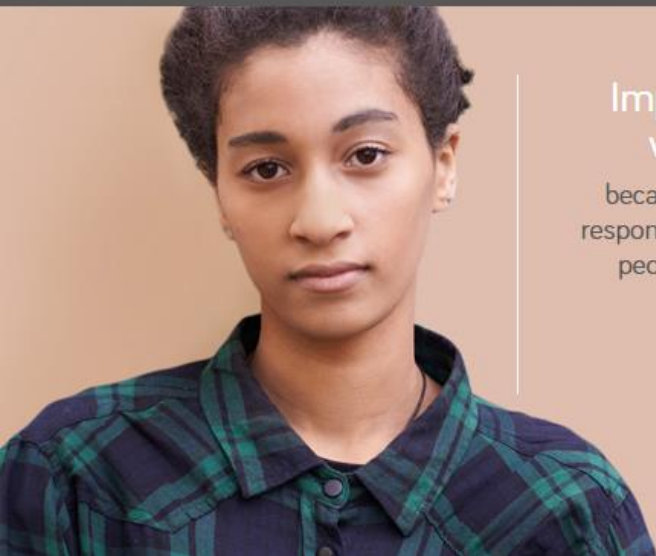
The NW PPN & Schwartz Rounds in the North West

Dr Laura Golding, Project Lead, Schwartz Rounds in Higher Education, The Point of Care Foundation

- The NWPPN & me
- The Point of Care Foundation
- Introduction to Schwartz Rounds
- Schwartz Rounds in the North West
- The NWPPN and Schwartz Rounds
- Resources & contacts



We are working to radically improve the way people are cared for and to support the staff who deliver care



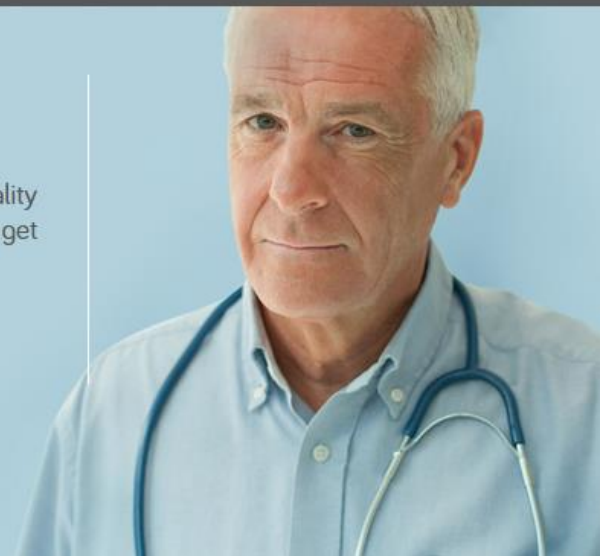
Improving the way we are cared for

because understanding and responding to the needs of all people is what delivers the highest quality care



Supporting healthcare staff

because delivering high quality care is only possible if staff get the practical and emotional support they need





Kenneth Schwartz, a healthcare lawyer, died in 1995 from lung cancer at the age of 41. Before his death, he set up the Schwartz Center (Boston, USA).

The Schwartz Center for Compassionate Healthcare is a not-for-profit organisation designed to nurture compassion in healthcare, to encourage healthcare workers to make **“the unbearable bearable”** through **“the smallest acts of kindness”** and to strengthen the relationship between patients and their caregivers.

<http://www.theschwartzcenter.org/>

What are Schwartz Rounds?

- The Rounds use a large group format and reflective practice to promote staff wellbeing, resilience and empathy. The focus is on staff wellbeing to improve patient care.
- Schwartz Rounds typically have four cyclical stages: sourcing panellists and stories; shaping and preparing stories; telling stories to trigger emotional resonance and reflection; post-Schwartz Round ripple effect into the organisation.
- Initially, in the UK, Schwartz Rounds began in NHS Trusts providing acute care, but they have now been introduced in a range of different clinical settings in the UK including community and mental health trusts; hospices; primary care; ICSs; educational settings.
- Schwartz Rounds are running at over 280 sites in the UK and Ireland.



What happens during a Schwartz Round?

- Food and refreshments are provided for 30 minutes before the Round begins; Rounds last exactly one hour.
- Three prepared panel members – ‘storytellers’ - talk for five minutes each, in turn, uninterrupted. Usually on a theme – sometimes case-based.
- Members of the audience are then invited to share thoughts, reflections, ask questions, share similar experiences.
- Trained facilitators contain and shape the discussion. Conversations are steered away from problem solving case discussions, to underlying themes and emotional reflection.
- The panel members offer a final reflection a few minutes before the end.
- Confidentiality is maintained but conversations about content and connections are encouraged outside of the group.



A patient I'll never forget/A colleague I'll never forget

In at the deep end

Being on the outside

Racism at work

Accepting that we cannot fix everything

On speaking up or keeping quiet

“We’re human, too!” When the personal and the professional overlap

A memory to treasure

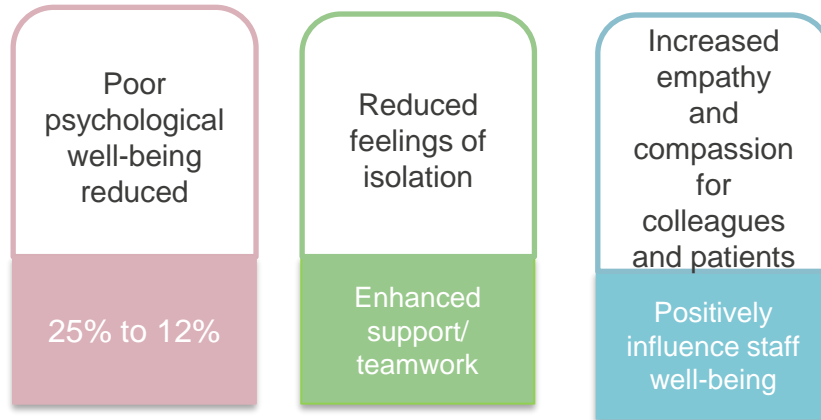
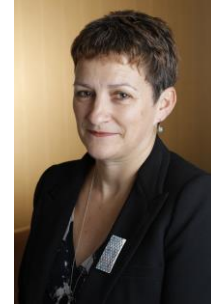
Gifts from patients

Co-Produced Animation



A realist informed mixed methods evaluation of Schwartz Center Rounds® in England

Maben J et al. National Institute of Health Research



Are we all in this together?

Farhana Nargis | 15 June 2021

Our Programmes Manager, Farhana Nargis, looks at diversity and inclusion in healthcare and the unique role that Schwartz Rounds can play in giving a voice to people who are often not heard.

Compassionate culture | Supporting health and care staff

Our mission at The Point of Care Foundation is to humanise healthcare. To achieve this, we know that we must be inclusive of all people, and so we have made it our aim to make all of our activities accessible to and welcoming of everyone, regardless of any protected characteristic.

Alongside the work we have been doing internally to build a more inclusive workplace culture, we are deeply aware of the exclusion and discrimination that exists in health and social care, and we have observed the unique role that Schwartz Rounds can play in giving a voice to people who are often not heard.

'Schwartz Celebrates Diversity' month

Throughout March we hosted a 'Schwartz Celebrates Diversity' month. We asked organisations to run a Round on the theme of diversity and inclusion. We wanted to encourage representation at Rounds of under-represented groups, and in doing so, to shine a light on hidden stories.

Telling our stories and reflecting on experiences in a safe environment, where we feel heard and validated, is so important – and arguably even more important for people whose voices are often overlooked.

One of the benefits of Schwartz Rounds is their ability to highlight the issues

Farhana Nargis
Programmes Manager
[Contact Farhana Nargis >](#)

Blogs from Farhana Nargis

Farhana Nargis | 28 September 2021
Schwartz community diversity: what do we know so far?
Farhana Nargis gives an

- Alder Hey Children's NHS Foundation Trust
- Bolton NHS Foundation Trust
- Cheshire and Wirral Partnership NHS Foundation Trust
- Clatterbridge Cancer Centre NHS Foundation Trust
- Greater Manchester Mental Health NHS Foundation Trust
- Lancashire and South Cumbria NHS Foundation Trust
- Lancashire Teaching Hospitals NHS Trust
- Liverpool Heart and Chest NHS Foundation Trust
- Liverpool University Hospitals NHS Foundation Trust
- Liverpool Women's Hospital NHS Foundation Trust
- Manchester University NHS Foundation Trust
- Mersey Care NHS Foundation Trust
- Mid Cheshire Hospitals NHS Foundation Trust
- Pennine Care NHS Foundation Trust
- Royal Liverpool and Broadgreen University Hospitals NHS Trust
- Salford Royal NHS Foundation Trust

- Stockport NHS Foundation Trust
- The Christie NHS Foundation Trust
- The Walton Centre NHS Foundation Trust
- University Hospitals of Morecambe Bay NHS Foundation Trust
- Wirral Community NHS Foundation Trust
- Wirral University Teaching Hospital NHS Foundation Trust
- Wrightington, Wigan and Leigh NHS Foundation Trust
- Bolton Hospice
- Marie Curie, Liverpool
- St Ann's Hospice
- Manchester Metropolitan University
- The University of Central Lancashire
- University of Bolton
- University of Cumbria
- University of Liverpool
- University of Manchester
- Brownlow General Practice
- Cheshire & Merseyside Health and Care Partnership
- Manchester City Council
- Edge Hill University
- LJMU

The Anatomy of Schwartz Rounds at The Christie

Seeing other staff share their stories helps people reflect on their own experiences, giving voice to the stories locked within themselves.

The emotional wellbeing of our staff was at the forefront of our decision to offer Schwartz Rounds at The Christie.

Staff are encouraged to speak from the heart about their experiences and how they are affected by their work in our difficult specialty - caring for people affected by cancer.

The relief of tension and stress prompted by a recognition that we are all in this together is valuable and contributes to the staff experience. It is important to hold on to valuable experiences but process and let go of toxic emotions - Schwartz Rounds facilitate this.

Schwartz Rounds support our Christie values, the foundation of our ethos. We work as one Christie team, sharing knowledge and learning, listen to patients and each other, and treat everyone with compassion, dignity and respect.

The interdisciplinary nature of rounds keeps our joints moving as one rather than seized up and separate.

Hearing from people we don't normally hear from and sharing food with those we usually pass in the corridors helps us keep in touch and work together as a whole.

The Rounds are a way for people to identify their part in The Christie family - We have more in common than we imagine.

The numbers...

The first Round saw only 14.5% attendance by admin staff; this picked up considerably in future rounds.

We had low attendance from ward staff, and no attendance among domestic/portering staff.

Staff Type	Number of Attendees
Ward Staff	76
Admin/Christie	52
Domestic/Portering	60
Other	77

Staff Type	Percentage
Ward Staff	45%
Admin/Christie	18%
Domestic/Portering	18%
Other	19%

The staff speak....

"Tales day. Emotional yet controlled. I found the different stories to be thought provoking and backing, each in their own way."

"Very emotional and relevant to working at The Christie. The stories were all fantastic and very well delivered with some humor and safety. The panel should be commended for brevity."

"It was enjoyable and eye-opening to listen to other people's stories and opinions. It also felt like a very supportive group, highlighting to me that we shouldn't be afraid to ask for help and support."

"A great session good to see a cross section of staff levels. All invited by the session. All staff groups should be encouraged to attend. Very moving, open and supportive."

Body-building goals

Promotion - some people don't know what a Schwartz Round is and why it might be helpful.

Building up staff resilience - so that they can safely express their emotions and then return to work.

Encouraging and supporting staff at all levels to attend - particularly ward, admin and healthcare support staff including porters, domestic, estates and catering staff.

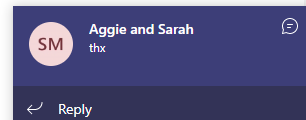
Produced by The Technology Enhanced Learning Team at the School of Oncology

Need support now?

Support for teams: Team Time and Schwartz Rounds

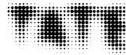


Team Time and Schwartz Rounds



SM Aggie and Sarah
thx

Reply



Aliza Nisenbaum

Team Time Storytelling, Alder Hey Children's Hospital Emergency Department, Covid Pandemic

2020



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INTERPROFESSIONAL SCHWARTZ ROUNDS AT MANCHESTER MET

Supporting students' psychological wellbeing.



SUPPORTING THE HEALTH AND WELLBEING OF OUR HEALTH AND SOCIAL CARE STUDENTS

Interprofessional Schwartz Rounds are regular panel discussions designed to explore and reflect on the emotional and social aspects of caring for people.

As a health or social care student, the Rounds will provide you with an opportunity to talk about the emotional and social aspects of your experiences from placement, as well as listening to others' experiences.

Interprofessional Schwartz Rounds have been commissioned to particularly support your psychological health and wellbeing during your studies at Manchester Met.



Health Education England

Phase 1 HEIs

Phase 2 HEIs



Compassion at the heart of health and social care education: running student Schwartz Rounds in HEIs – Conference March 2022

19



<https://www.liverpool.ac.uk/population-health/research/groups/schwartz/conference/>

- 2014-2015: HEENW and HEEN support and funding of Rounds in the North West
- University of Liverpool Schwartz Rounds funded by HEENW Forerunner Fund.
- HEEN - funding of Schwartz North: pump-priming
- Schwartz South
- Schwartz Midlands
- PoCF national HEI Schwartz Rounds programme

- Key role played by NWPPN as a catalyst, enabling ideas to develop – a positive ‘can do’ mindset.
- Schwartz Rounds kick start event hosted by NWPPN in June 2015.
- NWPPN Workforce Transformation Board – Schwartz Rounds progress reporting
- NWPPN hosted the North West Schwartz Rounds Community of Practice

Impact on clinical practice

- *'I can think of one particular patient who'd just been given a diagnosis of pancreatic cancer, and I asked him how he was doing; I just said 'can I ask, how are you coping with this, because it's a big diagnosis'. And he said 'do you know what, no-one has asked me that yet'. And I don't think I would have done that a year ago. So I think it's a combination of me maturing and also going to the Rounds has made me much more emotionally aware; I don't think I would have asked that question'.*
- *'...If I look back to myself at the start of second year, if I was taking a history from somebody and a patient said something difficult... as in expressing an emotion - like, if they said that their sister had recently died... I think I would have shied away from it maybe, because I just didn't know how to deal with it or that I might say something wrong; but I think after the Rounds I think I've realised that we're all human and that it can be really, really nice if you, you know, just say 'oh, I'm sorry to hear that' or 'how are you managing?', 'how's it going?' instead of just kind of, kind of grazing past it and thinking you know what, let's not talk about that; I think patients have responded really well...'*

Appreciating the roles of other healthcare students and staff

- *‘The stories gave me thought-provoking reflections on how important a team is in future, impacting on how i will behave with my team’.*
- *‘I really enjoyed the Schwartz Round, I find it very comforting hearing from other healthcare workers and it gives me a real sense of community belonging’.*
- *‘What it did teach me is actually where the boundaries of people’s professional training is and where the overlap is, so you can kind of go oh, I understand why they handled that situation like that because for them it fitted with what their focus was in their profession. And you can see the overlap, of how each profession fits together, with the same sort of shared goal of improving patient experience; and everyone plays their own part’.*

Developing courage

- *'The fact that the panel were being quite open and letting themselves be a bit vulnerable, you think if these professionals can be vulnerable then I, as a student, can definitely be. It kind of gives me confidence ... You've got the confidence that you'll do it because you've seen other people do it.'*
- *'I think something that I definitely walked away with from that was feeling more confident about how I have handled situations'*
- *'I feel more courage, I don't know, it's actually kind of inspiring ... I knew what I was feeling and why, and what I wanted to do in the future to change my practice, or to consolidate it.'*



- Gita Bhutani
- Clare Baguley
- Libby Sedgley
- Liz Kell
- The Point of Care Foundation
- University of Liverpool Schwartz Rounds team
- Claire Maguire
- Experts by Experience - LExE

<https://www.pointofcarefoundation.org.uk/our-work/schwartz-rounds/about-schwartz-rounds/>

University of Liverpool and Schwartz North Schwartz Rounds:

<https://www.liverpool.ac.uk/education-directorate/student-experience/schwartzrounds/schwartzrounds/>

Animation Explainer:

<https://www.pointofcarefoundation.org.uk/our-programmes/staff-experience/schwartz-rounds-in-higher-education/schwartz-rounds-for-students-video/>

NIHR national evaluation:

<https://openresearch.surrey.ac.uk/esploro/outputs/journalArticle/A-realist-informed-mixed-methods-evaluation-of-Schwartz-Center-Rounds-in-England/99514804202346>

lauragolding@pointofcarefoundation.org.uk

@PointofCareFdn

@goldingeagles