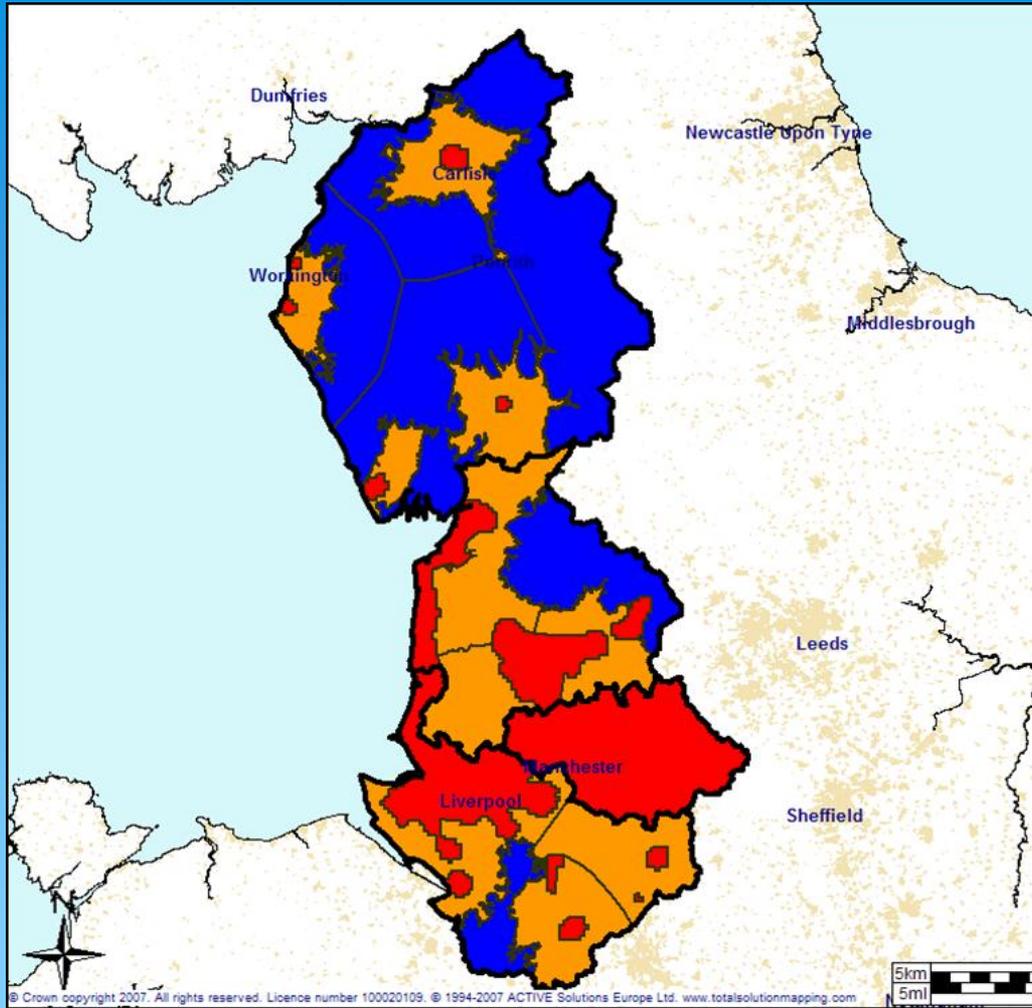


North West Ambulance Service NHS Trust

John Gillespie
Head of Clinical Education & Training



Key:

- Remote
- Rural
- Urban

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NWAS NHS Trust

second largest English ambulance service

- Our area is 5,400sq miles
- Rural/ mountainous/ beaches/ canals/ lakes/ docks/ rivers/ urban/ dense urban/ motorways/ airports/ train lines.
- Employs nearly 5000 staff
- 109 ambulance stations
- 3 Areas-
 - Cheshire and Mersey
 - Greater Manchester
 - Cumbria and Lancashire
- 3 Emergency Operations Centres Controls (plus NHS 111)
- >1000 vehicles
- 952,000 incident attendances & >1 million planned patient journeys per year
- 1.1 million 999 calls per year (last year a 5% activity increase)
- A transient population of over 7 M

Why Schwartz Rounds

- * Quality Agenda.
- * Staff wellbeing.
- * Opportunity to talk openly in safe environment.
- * A Trust aim is to make N WAS -“A great place to work”
- * Developed Poster and sent to every Trust station and meeting venue.
- * Publicise on Trust website.
- * Email staff and advertise in weekly bulletin when round date is finalised.
- * Review each round with panel invite panel to steering group.

What we did.

- * To Introduce Schwartz Centre Rounds required a small team to develop.
- * Trust Board approval with Chief Executive at opening round not on panel but audience member.
- * Kept opening themes very generic .
- * Very mixed panel members not just clinicians.
- * Need to rotate venues across the Trust.
- * Venues not Trust premises and vary start times.



Delivering the right care, at the right time, in the right place

What is a Schwartz Centre Round?

Schwartz Rounds are meetings which provide an opportunity for staff from all disciplines across the organisation to reflect on the emotional aspects of their work.

The format of a Schwartz Round

- A Round can either be based on different accounts of one patient or an event, or can explore a particular theme such as 'when things go wrong' or 'memorable patients'.
- The presenting team talk for 10-15 minutes on a pre-planned topic and trained facilitators moderate the discussion.
- The audience is asked to share their thoughts, ask questions and offer similar experiences.
- Round lasts for one hour in total.

"The opportunity for our staff to take time out of their busy lives to discuss such important issues together in a supportive and collaborative environment is extremely valuable indeed."

"Research into the effectiveness of Schwartz Rounds shows the positive impact that they have on individuals, teams, patient outcomes and organisational culture."



HAVE YOU BOOKED YOUR PLACE?

SCHWARTZ CENTRE ROUND: 'HOW LEARNING HAS INFLUENCED MY PRACTICE'

30th November, 09:00 – 10:30,

Macron Stadium, Bolton

Following the successful launch of the Schwartz Rounds initiative the fifth event in the series has now been arranged to take place on the **30th November** at the **Macron Stadium, Bolton**. Entitled 'The NHS: What Makes Me Proud', the event will focus on what makes people proud to be a part of the National Health Service.

A light breakfast will be served from 09:00 with the Round commencing at 09:30.

The rounds, facilitated by the Workforce Development Team, run on a monthly basis and are an hour in duration. A panel of 3-4 colleagues share their experiences on specific subjects to an audience who then engage in supportive and helpful conversation with the outcome being to offer a safe opportunity to explore how we feel providing the services we provide under sometimes quite challenging circumstances.

We are keen to invite you to attend to listen to the panel member's stories and would also welcome your input through the sharing of experiences, chatting and engaging in conversation with your fellow attendees around the subject matter. Please note that participation is entirely voluntary and you do not have to share your experiences if you do not wish to do so.

We hope that you can join us at the event. Your involvement really will be beneficial to both your own and others' learning.

To book your place please email: learning.development@nwas.nhs.uk or tel: 01204 498399.