

HUH Schwartz Round Steering Group: C.K Collins, H Ahmed, C Beale, M Bingham-Crisp, M Flatley, H Grant-Peterkin, T Hodgkinson, T Kinlock, J Reyner, A Rodgerson, C Stevenson & N Arnold

Introduction

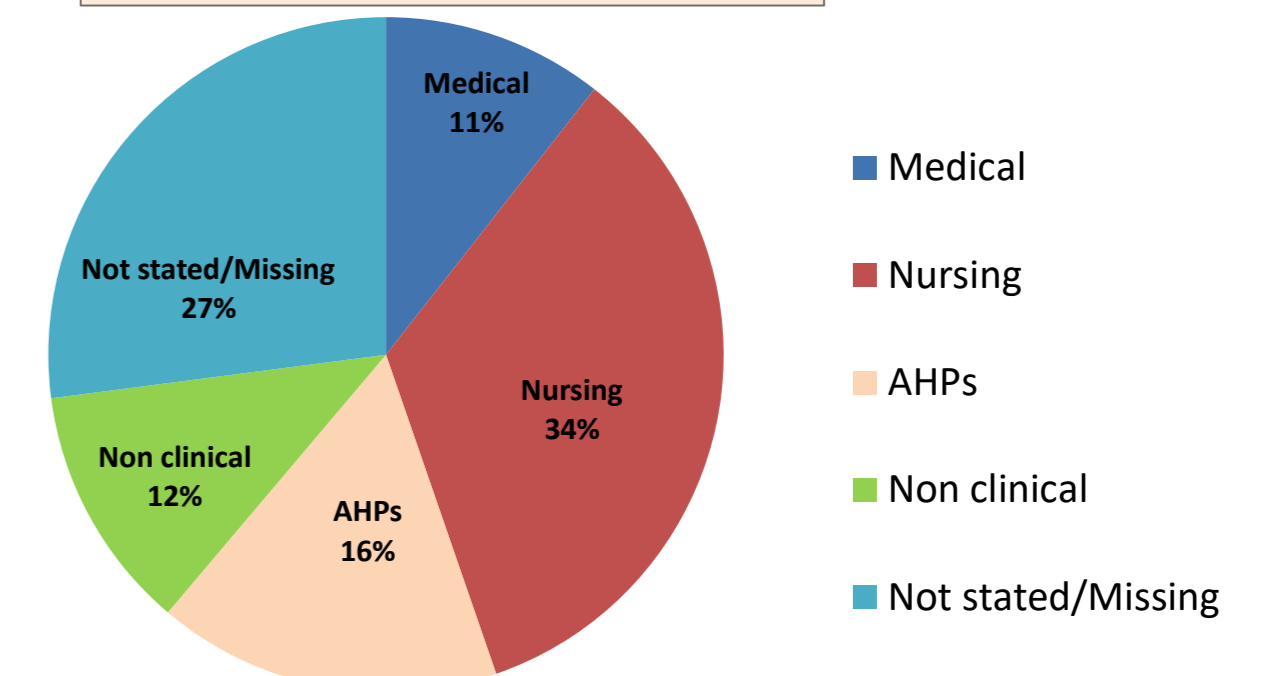
- We have been hosting Schwartz Rounds since 2015 as part of the Healthy Homerton programme.
- Supported by the Point of Care Foundation, Rounds are a multi-disciplinary forum in which staff reflect on the social and emotional challenges associated with their jobs.
- The underlying premise is that the compassion shown by staff can make all the difference to a patient's experience of care, but that in order to provide care with compassion, staff must, in turn, feel supported in their work. Rounds are designed to provide this support.
- The variety of topics, the range of staff who attended them and their evaluation of the rounds over the four-year period are presented in this poster including reflections on the personal impact of individual rounds.

Schwartz Round Topics & Attendance (2015-2019)

Date	Topic	Attendees	
1	22 June 2015	Feeling Valued in my Role	55
2	22 July 2015	Caught in the middle	23
3	28 Sept 2015	Every improvement is a change but, is every change an improvement?	25
4	2 Dec 2015	Compassion in the face of aggression	37
5	27 Jan 2016	Going the extra mile	23
6	14 March 2016	Whose life is it anyway? A case study when the patient denies their diagnosis and poor prognosis	42
7	11 May 2016	A change of heart- Reflecting on the complexities of organ transplantation: a case study	25
8	11 July 2016	Under scrutiny: being observed, recorded and videoed at work	24
9	14 Sept 2016	Holding it together: keeping services afloat during strike action	54
10	14 Nov 2016	A&E: Compassion Fatigue	43
11	19 Jan 2017	Birth - It's always okay, right?	32
12	28 March 2017	Spread too thin, working under pressure	35
13	24 May 2017	A case of challenging behaviour	43
14	25 Sept 2017	Experiencing the NHS as a patient. Being on the receiving end of care.	38
15	22 Nov 2017	When our best is not "good enough" - a case discussion	44
16	24 Jan 2018	When the rules won't let me care for my patient: - A case of a patient not eligible for NHS treatment	25
17	15 March 2018	Working for patients' health & wellbeing - is the pressure the same in peoples' homes	26
18	21 May 2018	An Inspector Calls; Staff Experiences of the CQC Visit	15
19	26 July 2018	The Person Behind the Label: Panel from ACERS team	28
20	1 Oct 2018	A patient I'll never forget	27
21	10 Dec 2018	Whose patient are they anyway? (Homerton Psychological Medicine)	27
22	21 Jan 2019	Enduring the longest in-patient stay	57
23	27 March 2019	Who gets the operation? Dilemmas (Bariatric Surgery)	45
24	20 May 2019	When things don't work out. A case by the Sickle Cell & Thalassaemia service	49
25	22 July 2019	Challenging the stigma of HIV	42

 shaded areas are those Schwartz rounds with a community focus

Audience Professional Groups



Personal reflections...

'It's so good to hear staff experiences and share my own - increases connection and bonding between staff across disciplines' (Topic: Compassion in the face of aggression)

'First time I have come across the term compassion fatigue. It helped me reflect as I identify when I have become short of compassion and importance of finding ways to resolve it (Topic: A&E Compassion fatigue)

'Good to hear stories from the different areas around the hospital, I did not realise the diverse responsibilities that midwives held before today. Very moving' (Topic: Birth: It's always ok, right?)

'Amazing! Very validating and normalizing of my own guilt and anxiety about being overwhelmed' (Topic: Spread to thin : working under pressure)

'Good and excellent. I wish we could get more frontline staff like nurses to attend this meeting so they learn from sharing' (Topic: A case of challenging behaviour)

'It made me reflect on the little things we take for granted in our day to day job.' (Topic: Experiencing the NHS as a patient; Being on the receiving end of care)

'Very valuable experience; would be good to see more attendees especially from the junior doctors...' (Topic: When our best is not 'good enough')

'Really emotional and very touching... I learned that any help I can offer...can always brighten someone's day.' (Topic: When the rules won't let me care for my patient)

'I work in the community as a nurse, you think you know your colleagues and their role - but do you really? Well done :)' (Topic: "Working for patients' health and wellbeing - is the pressure the same in peoples' homes")

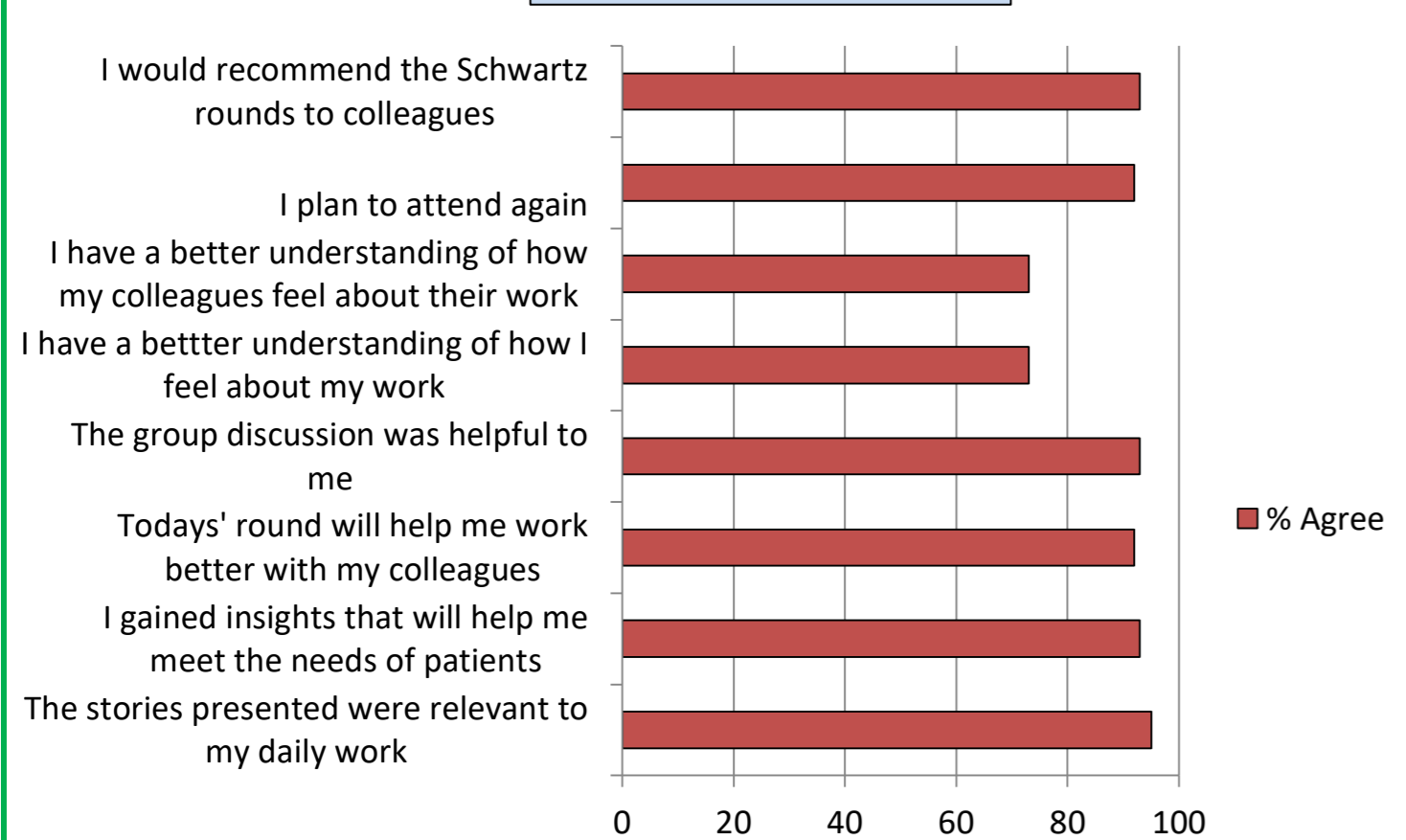
'Very useful to know how the CQC affects colleagues' (Topic: When an inspector calls')

'Very honest talking. It was great to see HCPs so vulnerable about their experiences' (Topic: When things don't work out')

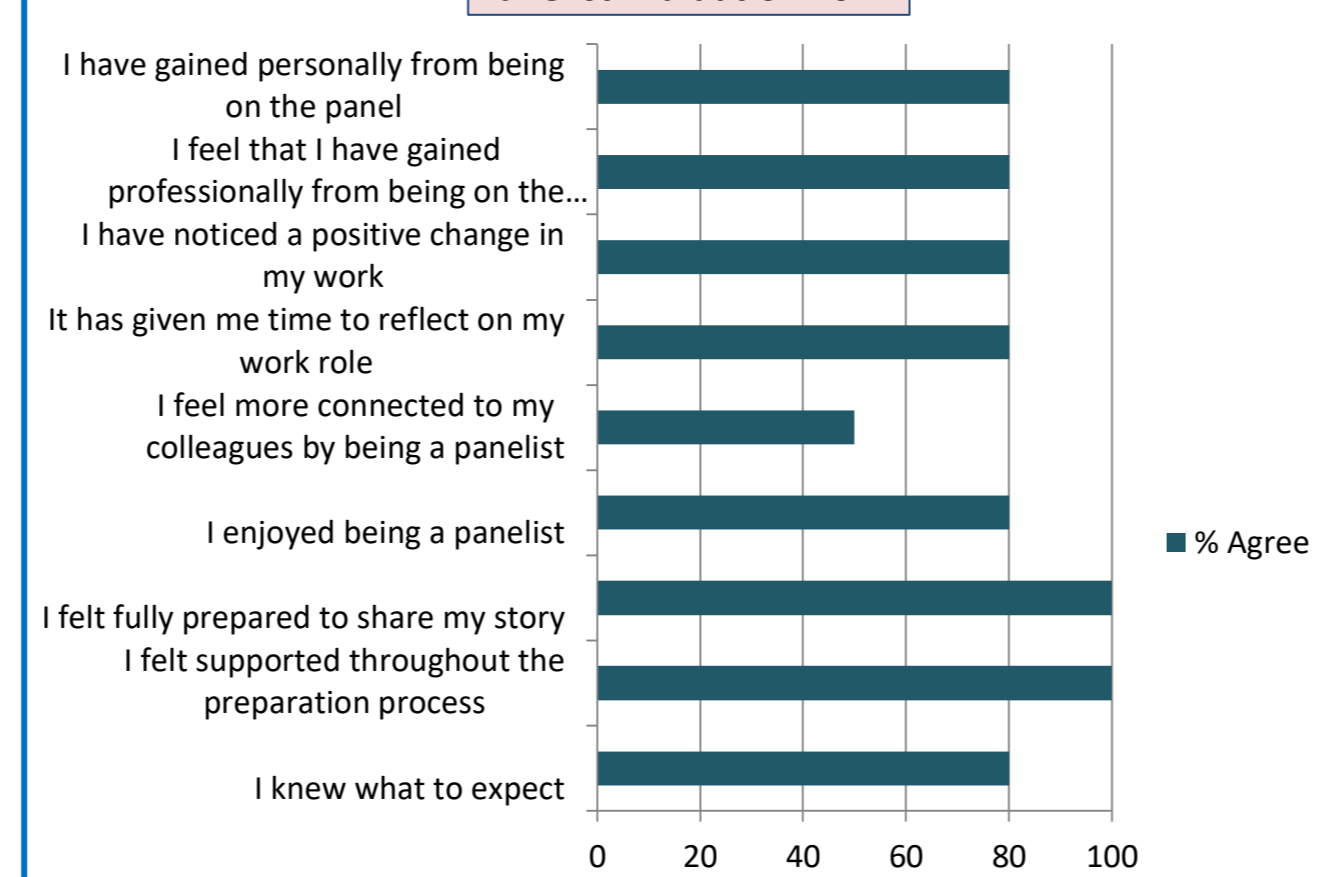
'Very powerful Schwartz Round and great to know that you're not alone' (Topic: Enduring the longest inpatient stay')

'It was an amazing opportunity. I gained an insight as well as core knowledge on HIV stigma.' (Topic: Challenging the stigma of HIV')

Audience Evaluation Form



Panelist Evaluation Form



Summary

- Schwartz rounds have attracted a range of audience from across the hospital and have been evaluated positively in terms of building compassion and offering insights as to the emotional impact of working in the NHS
- Topics have ranged from generic healthcare issues to focusing on specific team/specialties with a number of rounds addressing more topical challenges (e.g. Brexit)
- 2019 has seen an increase in attendance – the factors contributing to this are unclear but, it is likely that the specific topics as well as more organised efforts to advertise and promote the rounds across the trust have been beneficial
- Attracting staff from specific disciplines (e.g. junior doctors, ward staff, domestic staff) to attend either as audience or part of the panel continues to be a challenge