

Schwartz Rounds – Update Annual Report

7 October 2019

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Agenda Item No:9.4

Trust Board Report

Meeting Date:	October 2019
Title:	Schwartz Rounds – RWT Annual report
Executive Summary:	<p>To update the Trust Board on the progress of Schwartz Rounds within the organisation. The report highlights:</p> <ul style="list-style-type: none"> • The purpose, origins, evidence-base and benefits of Schwartz Rounds • Good progress is being made within RWT against the requirements for successful implementation of Schwartz Rounds • Since inception, the organisation has supported 25 Rounds (from September 2016 up to end March 2019), with 874 individual attendances, with an average attendance at each Round of 34 individuals • Between April 2018-end March 2019 the organisation has supported 8 Rounds, with 232 individual attendances, with an average attendance at each Round of 29 individuals • Sustainability of Schwartz Rounds will be dependent on engagement and finances • Feedback and evaluation of Schwartz Rounds to date is good, (within last 12 months 98% of attendees would recommend Schwartz Rounds)
Action Requested:	<ul style="list-style-type: none"> • Receive and note report
For the attention of the Board	
Assure	<ul style="list-style-type: none"> • Schwartz Rounds are running effectively in the organisation • Staff engagement is high for Schwartz Rounds • Schwartz Rounds provide support to clinical (and non-clinical) staff and students through a forum which the non-clinical, social and emotional aspects around caring for patients can be discussed • Schwartz Rounds provide a positive experience of the culture and environment of RWT for staff and students
Advise	
Alert	
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Links to Trust Strategic Objectives	<ol style="list-style-type: none"> 1. Create a culture of compassion, safety and quality 2. Proactively seek opportunities to develop our services 3. To have an effective and well integrated local health and care system that operates efficiently 4. Attract, retain and develop our staff, and improve employee engagement

Resource Implications:	<p>Revenue:</p> <ul style="list-style-type: none"> • Total = £3K/year (current licence due for renewal April 2020) <ul style="list-style-type: none"> ○ Point of Care Foundation (POCF) licence £1.9K /year (assuming 2 year licence) <ul style="list-style-type: none"> ▪ 1 year license = £2,250/year (plus VAT) ▪ 2 year licence = £3,150 [30% discount]/year = £1,575/year (plus VAT) ○ Refreshment costs for lunches – est. £1.1K/year <p>Capital:</p> <ul style="list-style-type: none"> • None <p>Workforce:</p> <ul style="list-style-type: none"> • Schwartz Round Clinical Lead- Dr Simon Grumett • Schwartz Round Facilitators – Louise Nickell, Julie Shillingford, Vanessa Whatley • Schwartz Round Administrator- Amy Steadman <p>Funding Source:</p> <ul style="list-style-type: none"> • Chief Executives Office budget
Report Data Caveats	This is a standard report using data for the period April 2018 - end March 2019.
CQC Domains	<p>Safe: patients, staff and the public are protected from abuse and avoidable harm.</p> <p>Effective: care, treatment and support achieves good outcomes, helping people maintain quality of life and is based on the best available evidence.</p> <p>Caring: staff involve and treat everyone with compassion, kindness, dignity and respect.</p> <p>Responsive: services are organised so that they meet people's needs.</p> <p>Well-led: the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.</p>
Equality and Diversity Impact	Schwartz Rounds are open to all staff regardless of seniority, organisational structure, and any PPC. Staff from discrete PPC groups have been encouraged to attend, and plans are in place to address some issues that staff in designated PPC groups have experienced
Risks: BAF/ TRR	None
Risk: Appetite	N/A
Public or Private:	Public
Other formal bodies involved:	Point of Care Foundation (POCF): Governance of Schwartz rounds in the UK is managed by POCF. This organisation complies with all the requirements around this.
References	<ul style="list-style-type: none"> • Maben J, Taylor C, Dawson J, Leamy M, McCarthy I, Reynolds E, et al. A realist informed mixed-methods evaluation of Schwartz Center Rounds® in England. <i>Health Serv Deliv Res</i> 2018;6(37). • Boorman, S., 2009. NHS health and wellbeing review. • Goodrich, J., 2012. Supporting hospital staff to provide compassionate care: Do Schwartz Centre Rounds work in English hospitals? <i>Journal of the Royal Society of Medicine</i>, March, 105, (3), pp. 117-122 • Lown, B., Manning, C., 2010. The Schwartz Centre Rounds: Evaluation of an interdisciplinary approach to enhancing patient-centred communication, teamwork and provider support. <i>Academic Medicine</i>. 85, (6), pp. 1073-1081 • West, M. A, Dawson, J. F., 2002. Employee engagement and NHS performance. Kings Fund Report • https://www.pointofcarefoundation.org.uk/

NHS Constitution:	<p>In determining this matter, the Board should have regard to the Core principles contained in the Constitution of:</p> <ul style="list-style-type: none"> • Equality of treatment and access to services • High standards of excellence and professionalism • Service user preferences • Cross community working • Best Value • Accountability through local influence and scrutiny
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Report Details	
1	<p>Schwartz Rounds Purpose:</p> <ul style="list-style-type: none"> • Schwartz Rounds allow time and space for staff to discuss the non-clinical, social and emotional aspects around caring for patients/working in healthcare - thus supports staff wellbeing. <p>Schwartz Rounds Origins:</p> <ul style="list-style-type: none"> • Boston Lawyer (Kenneth Schwartz) was a lung cancer patient, and he was so impressed with the compassionate care he received, he asked staff what would help them most in being able to do their jobs. They came up with the concept of Schwartz Rounds as a forum to discuss confidentially and compassionately what it feels like to work in healthcare. • Whilst originating in the US, it has been in the UK since 2009, and strong evidence base around staff benefits has been demonstrated. <p>Evidence base and recent research findings:</p> <ul style="list-style-type: none"> • Established in many countries. USA > 20 years. • Schwartz Centre for Compassionate Healthcare research (Lown, 2010)- teamwork, less stress, participants more likely to attend to patients psychological and emotional needs, empathy, (also enhanced by increased attendance of Schwartz Rounds) • UK evidence around compassionate care – Two pilot sites, (Goodrich, 2012). • Qualitative evidence base is good. Around 200 NHS trusts and hospices in UK undertaking Rounds • Longitudinal research study highlighted benefits <ul style="list-style-type: none"> ○ <i>‘Rounds have been shown to offer unique support compared to other interventions. Organisational level interventions for staff wellbeing are scarce, and Rounds uniquely straddle both individual and organisational levels.</i> ○ <i>Providing high quality healthcare has an emotional impact on staff, which often goes unnoticed. Rounds offer a safe, reflective space for staff to share stories with their peers about their work and its impact on them. Attendance is associated with a statistically significant improvement in staff psychological wellbeing.</i> ○ <i>Reported outcomes included increased empathy and compassion for patients and colleagues and positive changes in practice’.</i> <p>Benefits:</p> <ul style="list-style-type: none"> • Patient care enhanced - improved empathy <p>Maben J, Taylor C, Dawson J, Leamy M, McCarthy I, Reynolds E, et al. A realist informed mixed-methods evaluation of Schwartz Center Rounds® in England. Health Serv Deliv Res 2018;6(37).</p> <ul style="list-style-type: none"> ○ Improved staff well-being: Poor psychological wellbeing reduced from 25% to 12% <ul style="list-style-type: none"> • Staff health and wellbeing and patient care and satisfaction linked by the Boorman

- report, (Boorman, 2009), reduced levels of stress.
- Increased staff engagement, (West & Dawson, 2002)
- Culture of compassion and promoting shared values
- Greater team working
- Reduced sickness absence/Turnover
- ‘Time out’ opportunities
- Networking/sharing common purpose
- Organisation seen as less hierarchical
- Role-modelling opportunity- especially through senior staff attending and contributing

Schwartz Round Steering group:

- A Schwartz Round Steering group has been established since March 2016, and meets monthly to support planning of future Rounds and evaluate progress.

Schwartz Round Programme for 2018- 2019:

- It has been challenging to gain commitment to deliver Rounds, and the biggest part of this is the liaison to agree to deliver a Round and all the preparation work leading up to successful delivery. However a delivery plan is in place for the next few months.

Panel preparation:

- Panel preparation can be time consuming, and recently with only two facilitators this work has increased. However an additional facilitator recently completed her training.

Schwartz Rounds delivered:

- Since inception, 25 Rounds have been delivered in the organisation thus far. 874 individual attendances, with an average attendance at each Round of 34 individuals.
- Between April 2018 and end March 2019, 8 Rounds have been delivered in the organisation thus far. 232 individual attendances, with an average attendance at each Round of 29 individuals.
- The topics delivered during April 2018-end March 2019 are listed below, and full evaluation of each session, as well as overall evaluation of the 12 months of Schwartz Rounds is included in Appendix 1

Date	Title	Panel Members
18/04/18	Postponed	
17/5/18	Hope and Expectations	Neonatal Unit Team
12/6/18	Burn Out	Dr Liz King, Dr Daryl Leung, Dr Stuart Hutchinson
18/07/2018	Postponed	
16/08/18	Summer break	
18/9/18	Emotional Parking	The Rapid Intervention Team
17/10/18	You never think it will happen <i>(exploring issues around death)</i>	Multi-professional panel

	<i>of a colleague)</i>	
15/11/18	When patient choices don't make sense	Dr R McCathie; Sexual Health
11/12/18	Small but mighty – acts of compassion	A multi-professional team
22/01/19	Winter pressures	
20/2/19	Family Care in General Practice	Dr Julian Parkes and a Practice Nurse
21/3/19	Overseas Staff Experience	Rupa (Clinical Fellow), Folu (Physio) and Gosia (Physio)

Certification/CPD/Reflective practice:

- Each participant/panel member receives a CPD certificate.
- Reflective practice is actively encouraged by the facilitator during the introductory briefing at the start of the Round, and reflective templates are available.

Governance:

- Governance of the Rounds is through the facilitators and clinical lead in terms of Round content, with the Schwartz Round Steering Group appraising the Rounds and the evaluation data. Monthly reports about each Round are discussed within the Schwartz Round Steering Group agenda, with a summary report as part of the annual report to TMC/TB.
- Peer Governance of the Rounds has been provided by our organisational Mentor, Leslie Morrison, Consultant Psychologist, Gloucester Hospitals NHS Foundation Trust, and through the Point of Care Foundation which holds the licence to practice Schwartz Rounds in the UK, and sets the organisational standards around the Rounds.
- RWT also belongs to the Schwartz Round community, which is a group of organisations all practicing Schwartz Rounds. The sharing of good practice and lessons learnt are part of the rationale for this community of practice.

Issues/Concerns:

- Mixed engagement from Clinical Divisions – good engagement continues from Division 2 for steering group representation and panels.
- Engagement - with, and for, staff not based on the New Cross site.
- Less than ideal mix around Round attendance from non-clinical staff - a requirement for increasing engagement.

Feedback forms and evaluation:

- All participants are encouraged to complete a comprehensive feedback form following every Schwartz Round, and the results of these are included in Appendix 1.
- Evaluation scores are high for Schwartz Rounds overall (between April 2018 and end March 2019, 98% of attendees would recommend Schwartz Rounds), and thus provide quantitative data around success, although the qualitative data provided by the free text comments provide a richer dataset and provide evidence of impact of the Rounds.
- The Schwartz Round Steering group examined the evaluation information to date, and determine the key priorities upon which to focus on future evaluation of outcomes and the associated methodology. This was determined to be a mixture

of qualitative and quantitative data, to provide a rich dataset. The quantitative data is detailed in Appendix 1, and the qualitative data from two reflective pieces (one clinical member of staff, one non-clinical member of staff) is detailed in Appendix 2

Sustainability

- Finances- estimated annual costs for contract and food = £3K- a small investment given the staff benefits and staff feedback from Rounds.
- Responsibilities of Schwartz Round Steering Group members to be reinforced - to support the identification and initial approach potential panels for future Rounds and approving panel stories (also reduces risk of unexpected exposure and reduces some of the workload for the facilitators).
- Review membership of Schwartz Round Steering Group - some individuals do not attend/poor attendance - need to ensure committed members and good organisational representation. Plan to engage new steering Group members has started.
- Prepare 'back-up' Rounds - for short notice cancelation of planned Rounds
- Multiple sites - engagement with CCH staff through a CCH panel had a temporary effect, and no sustainable interest in setting up CCH rounds. Although ideas have been discussed around CCH and West Park Hospital pop up rounds. This will be explored through the Steering Group.
- Sustaining quality through peer review
 - Point of Care Foundation receive our feedback data every 6 months
- Annual report to TMC/Trust Board - to sustain Board engagement.
- Focus group feedback - to review Rounds, organisational positioning, success and challenges.
- Learn from other organisations- feedback from other organisations is that organisational support is high initially, but long term sustainable support can be a challenge (especially around financial support and embedding Rounds).

Appendices	
1	Appendix 1- Schwartz Round Quantitative Feedback Spreadsheet- April 2018-end March 2019
2	Appendix 2 – Schwartz Round Qualitative Feedback- Reflective examples

Round 18 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust		
Date	17-May-18		
Title of Round	Hope and Expectations		
Number in attendance	24	Number of forms returned	22

	Completely disagree		Disagree somewhat		Neither agree nor disagree		Agree somewhat		Completely agree	
The stories presented by the panel were relevant to my daily work.	0	0%	2	9%	0	0%	7	32%	12	55%
I gained knowledge that will help me to care for patients	0	0%	0	0%	3	14%	9	41%	9	41%
Today's Round will help me work better with my colleagues.	0	0%	0	0%	3	14%	6	27%	12	55%
The group discussion was helpful to me.	0	0%	0	0%	0	0%	7	32%	15	68%
The group discussion was well facilitated.	0	0%	0	0%	0	0%	2	9%	18	82%
I have gained insight into how others care for patients.	0	0%	0	0%	1	5%	2	9%	18	82%
I plan to attend Schwartz Center Rounds again.	0	0%	0	0%	0	0%	3	14%	19	86%
I would recommend Schwartz Center Rounds to colleagues.	0	0%	0	0%	0	0%	2	9%	20	91%

Please rate today's Schwartz Round	Poor		Fair		Good		Excellent		Exceptional	
	0	0%	0	0%	1	5%	14	64%	6	27%

Professional affiliation	Medical & Dental		Student		Untrained Nurse		Trained Nurse		Ancillary		
	7	32%	0	0%	0	0%	9	41%	0	0%	
	S&P		Admin & Clerical		AHP		Senior Manager/Executive		Technician/Healthcare Scientist		
	0	0%	1	5%	3	14%	2	9%	0	0%	
	Maintenance		Non Executive		Other						
	0	0%	0	0%	0	0%	Other (please state)				

How many Rounds have you attended before?	0		1-5		5+	
	7	32%	11	50%	4	18%

Please add your comments and feedback on today's Schwartz Centre Round (optional)

Thanks to panel and others
"Have your own safety valve" will be written on our notice board. The power of reflection and group support came across very strongly
Enjoyed feedback and questions from audience
Very interesting, everyone encouraged to show their own experiences
Very useful to share experiences within different healthcare professional
Time given to consider thoughts, feelings and emotions in a safe supportive environment
I have attended Schwartz Rounds at 2 other institutes and this was by far the best facilitated and most useful
Good discussions and well facilitated
Interesting to hear about experiences from other specialties
Need for in built support systems to allow balance and adjust when need be to recalibrate being both professional and empathetic when having had to deal with especially after a particularly difficult case.
The opportunity to reflect, discuss and learn. Often too busy to do any of this. Thank you to the panel for sharing the story
Emotional, thought provoking
Excellent - thank you

Round 19 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust	
Date	12-Jun-18	
Title of Round	Burn Out	
Number in attendance	51	Number of forms returned 33

	Completely disagree		Disagree somewhat		Neither agree nor disagree		Agree somewhat		Completely agree	
The stories presented by the panel were relevant to my daily work.	0	0%	0	0%	0	0%	7	21%	26	79%
I gained knowledge that will help me to care for patients	0	0%	0	0%	5	15%	10	30%	15	45%
Today's Round will help me work better with my colleagues.	0	0%	0	0%	0	0%	11	33%	22	67%
The group discussion was helpful to me.	0	0%	0	0%	0	0%	7	21%	26	79%
The group discussion was well facilitated.	0	0%	0	0%	0	0%	7	21%	26	79%
I have gained insight into how others care for patients.	0	0%	0	0%	5	15%	4	12%	22	67%
I plan to attend Schwartz Centre Rounds again.	0	0%	0	0%	1	3%	5	15%	27	82%
I would recommend Schwartz Centre Rounds to colleagues.	0	0%	0	0%	0	0%	5	15%	28	85%

Please rate today's Schwartz Round	Poor		Fair		Good		Excellent		Exceptional	
	0	0%	1	3%	5	15%	16	48%	9	27%

Professional affiliation (only 8 completed this section)	Medical & Dental		Student		Untrained Nurse		Trained Nurse		Ancillary	
	11	33%	5	15%	0	0%	5	15%	0	0%
	S&P		Admin & Clerical		AHP		Senior Manager/Executive		Technician/Healthcare Scientist	
	0	0%	5	15%	2	6%	1	3%	0	0%
	Maintenance		Non Executive		Other					
0	0%	0	0%	1	3%					
Other (please state)										

How many Rounds have you attended before? (only 8 completed this section)	0		1-5		5+	
	14	42%	10	30%	3	9%

Please add your comments and feedback on today's Schwartz Centre Round (optional)
Brilliant topic 'Burn Out' and great panel. More talk around this subject is needed as it affects all of us regardless of level of responsibility/job role.
Fantastic session, much to reflect on. Makes me realise how important it is for us to have an opportunity to get to know our colleagues or people rather than just professionals.
Excellent, would be worth repeating at a later date, well attended. Ideas for future - "Expectations from patients which cannot be met" and "Dilemmas in treatment".
Excellent round. Privileged that people are willing to be vulnerable. So valued.
Quite interesting, looking forward to the next one.
I think doing breathing exercises (Yoga) can help.
Very good.
Meaningful and valuable testimony and advice.
Great session, thank you.
A subject that affects us all. The title reflected the discussion and made me want to attend. Very brave of all participants to share their story. Glad it finished on a where to get help.
Great panel and stories which I can take on board.
Excellent, thank you for sharing your experiences.
Only 1 thing to highlight, should attendees who arrive after 1pm not be allowed in , very off putting especially for the speakers.

Round 20 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust			
Date	18/09/2018			
Title of Round	Emotional Parking			
Number in attendance	46	Number of forms returned		35

	Completely disagree		Disagree somewhat		Neither agree nor disagree		Agree somewhat		Completely agree	
The stories presented by the panel were relevant to my daily work.	0	0%	0	0%	3	9%	8	23%	24	69%
I gained knowledge that will help me to care for patients	0	0%	0	0%	7	20%	4	11%	24	69%
Today's Round will help me work better with my colleagues.	0	0%	0	0%	3	9%	6	17%	26	74%
The group discussion was helpful to me.	0	0%	0	0%	0	0%	6	17%	29	83%
The group discussion was well facilitated.	0	0%	0	0%	0	0%	0	0%	35	100%
I have gained insight into how others care for patients.	0	0%	1	3%	1	3%	2	6%	31	89%
I plan to attend Schwartz Center Rounds again.	0	0%	0	0%	1	3%	3	9%	31	89%
I would recommend Schwartz Center Rounds to colleagues.	0	0%	0	0%	0	0%	3	9%	32	91%

Please rate today's Schwartz Round	Poor		Fair		Good		Excellent		Exceptional	
	0	0%	0	0%	2	6%	17	49%	16	46%

Professional affiliation	Medical & Dental		Student		Untrained Nurse		Trained Nurse		Ancillary	
	13	37%	0	0%	2	6%	11	31%	0	0%
	S&P		Admin & Clerical		AHP		Senior Manager/Executive		Technician/Healthcare Scientist	
	0	0%	2	6%	2	6%	3	9%	1	3%
	Maintenance		Non Executive		Other					
0	0%	0	0%	0	0%	Other (please state)				

How many Rounds have you attended before?	0		1-5		5+	
	13	37%	13	37%	5	14%

Please add your comments and feedback on today's Schwartz Centre Round (optional)
Amazing, will advise all colleagues to attend. Everyone can benefit from this session, regardless of staff grade
Very well facilitated, true life stories make you realise the problems faced by each and everyone and the challenges faced by them
Well done rapid intervention team
Excellent Well Done
The team that presented were exceptional in the care they provided the patient involved. Huge respect to the team
Very emotionally supportive team, poem and personal experiences were very heartwarming, message is to support each other cross professional boundaries
Thank you for sharing
Emotional, interesting to hear how patients care for at home and how this can affect staff
Excellent presentation, I find the disruptions of people coming and going throughout the presentation very off putting

Round 21 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust			
Date	17/10/2018			
Title of Round	You never think it will happen			
Number in attendance	24	Number of forms returned		19

	Completely disagree		Disagree somewhat		Neither agree nor disagree		Agree somewhat		Completely agree	
The stories presented by the panel were relevant to my daily work.	0	0%	0	0%	1	5%	2	11%	16	84%
I gained knowledge that will help me to care for patients	0	0%	0	0%	1	5%	4	21%	14	74%
Today's Round will help me work better with my colleagues.	0	0%	0	0%	0	0%	4	21%	13	68%
The group discussion was helpful to me.	0	0%	0	0%	0	0%	0	0%	19	100%
The group discussion was well facilitated.	0	0%	0	0%	0	0%	0	0%	19	100%
I have gained insight into how others care for patients.	0	0%	0	0%	1	5%	2	11%	16	84%
I plan to attend Schwartz Center Rounds again.	0	0%	0	0%	0	0%	0	0%	18	95%
I would recommend Schwartz Center Rounds to colleagues.	0	0%	0	0%	0	0%	0	0%	19	100%

Please rate today's Schwartz Round	Poor		Fair		Good		Excellent		Exceptional	
	0	0%	0	0%	0	0%	8	42%	11	58%

Professional affiliation	Medical & Dental		Student		Untrained Nurse		Trained Nurse		Ancillary	
	8	42%	0	0%	0	0%	4	21%	0	0%
	S&P		Admin & Clerical		AHP		Senior Manager/Executive		Technician/Healthcare Scientist	
	0	0%	0	0%	1	5%	1	5%	0	0%
	Maintenance		Non Executive		Other					
0	0%	0	0%	4	21%	Other (please state)				
Chaplaincy (2) Specialist Midwife (1) Research Midwife (1)										

How many Rounds have you attended before?	0		1-5		5+	
	5	26%	9	47%	2	11%

Please add your comments and feedback on today's Schwartz Centre Round (optional)
Really humbling and informative as always
We are all human beings!
Thanks for the honest sharing. Helps me to appreciate my colleagues more.
Soul searching. Good discussin on dealing with grief and bereavement
Grateful to the panel for sharing some difficult memories.
Emotive topic, expertly fielded by panel and partipants.
Very good topic. Exceptional honesty from speakers. Well organised and facilitated.
Will share the value with colleagues. Thank you.
Thank you for an excellent session. Extremely emotive and thought provoking.
Thank you for facilitating this open session.

Round 22 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust		
Date	15-Nov-18		
Title of Round	When patient choices don't make sense		
Number in attendance	27	Number of forms returned	22

	Completely disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Completely agree			
The stories presented by the panel were relevant to my daily work.	0%	0%	2	9%	6	27%	14	64%
I gained knowledge that will help me to care for patients	0%	0%	3	14%	8	36%	8	36%
Today's Round will help me work better with my colleagues.	0%	0%	2	9%	12	55%	8	36%
The group discussion was helpful to me.	0%	0%	1	5%	8	36%	12	55%
The group discussion was well facilitated.	0%	0%	1	5%	7	32%	14	64%
I have gained insight into how others care for patients.	0%	0%	1	5%	9	41%	12	55%
I plan to attend Schwartz Center Rounds again.	0%	0%	1	5%	6	27%	15	68%
I would recommend Schwartz Center Rounds to colleagues.	0%	0%	1	5%	6	27%	15	68%

	Poor	Fair	Good	Excellent	Exceptional				
Please rate today's Schwartz Round	0%	1	5%	7	32%	12	55%	2	9%

	Medical & Dental	Student	Untrained Nurse	Trained Nurse	Ancillary		
Professional affiliation	7	32%	0%	8	36%	0%	
	S&P	0%	2	9%	5	23%	0%
	Maintenance	0%	Non Executive	Other	0%	0%	
	Other (please state)						

	0	1-5	5+			
How many Rounds have you attended before?	5	23%	12	55%	5	23%

Please add your comments and feedback on today's Schwartz Centre Round (optional)
A difficult topic well managed and group managed to retain focussed on emotions and wellbeing
Interesting case and discussion well presented
Relevant and excellent
Good exploration of common feelings I feel when dealing with similar situation
Beneficial to practice - refocus on compasion/empahty. Good for interactions between teams
Very well presented, able to relate
Insightful story to discuss
Very good to share what seems like similar experiences and feelings
Well worth attendign to gain an insight to the challenges our colleagues face on a daily basis
Very insightful
More clinical advice, we could have learned about the disease, management

Round 23 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust			
Date	11-Dec-18			
Title of Round	"Small but mighty - acts of compassion"			
Number in attendance	20	Number of forms returned		13

	Completely disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Completely agree
The stories presented by the panel were relevant to my daily work.	0%	0%	0%	2 15%	10 77%
I gained knowledge that will help me to care for patients	0%	0%	2 15%	2 15%	9 69%
Today's Round will help me work better with my colleagues.	0%	0%	1 8%	4 31%	8 62%
The group discussion was helpful to me.	0%	0%	0%	1 8%	12 92%
The group discussion was well facilitated.	0%	0%	0%	1 8%	12 92%
I have gained insight into how others care for patients.	0%	0%	1 8%	1 8%	11 85%
I plan to attend Schwartz Center Rounds again.	0%	0%	0%	1 8%	12 92%
I would recommend Schwartz Center Rounds to colleagues.	0%	0%	0%	0%	13 100%

Please rate today's Schwartz Round	Poor	Fair	Good	Excellent	Exceptional
	0%	0%	4 31%	5 38%	4 31%

Professional affiliation	Medical & Dental	Student	Untrained Nurse	Trained Nurse	Ancillary
	3 23%	0%	1 8%	2 15%	1 8%
	S&P	Admin & Clerical	AHP	Senior Manager/Executive	Technician/Healthcare Scientist
	0%	0%	1 8%	1 8%	0%
	Maintenance	Non Executive	Other	Chaplaincy	
0%	0%	0%	Other (please state)		
Audit Midwife, Specialist Midwife, Therapy Services					

How many Rounds have you attended before?	0	1-5	5+
	1 8%	11 85%	1 8%

Please add your comments and feedback on today's Schwartz Centre Round (optional)
Really humbling and informative as always
We are all human beings!
Thanks for the honest sharing. Helps me to appreciate my colleagues more.
Soul searching. Good discussin on dealing with grief and bereavement
Grateful to the panel for sharing some difficult memories.
Emotive topic, expertly fielded by panel and participants.
Very good topic. Exceptional honesty from speakers. Well organised and facilitated.
Will share the value with colleagues. Thank you.
Thank you for an excellent session. Extremely emotive and thought provoking.
Thank you for facilitating this open session.

Round 24 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust								
Date	20-Feb-19								
Title of Round	Family Care in General Practice								
Number in attendance	22	Number of forms returned							20

	Completely disagree		Disagree somewhat		Neither agree nor disagree		Agree somewhat		Completely agree	
The stories presented by the panel were relevant to my daily work.	1	5%		0%	2	10%	5	25%	12	60%
I gained knowledge that will help me to care for patients	1	5%		0%	3	15%	8	40%	8	40%
Today's Round will help me work better with my colleagues.	1	5%		0%	2	10%	7	35%	10	50%
The group discussion was helpful to me.	1	5%		0%	0	0%	8	40%	11	55%
The group discussion was well facilitated.	1	5%		0%	1	5%	4	20%	14	70%
I have gained insight into how others care for patients.	1	5%		0%	0	0%	4	20%	15	75%
I plan to attend Schwartz Center Rounds again.	1	5%		0%	0	0%	4	20%	15	75%
I would recommend Schwartz Center Rounds to colleagues.	1	5%		0%	0	0%	3	15%	16	80%

Please rate today's Schwartz Round	Poor		Fair		Good		Excellent		Exceptional	
	0	0%	2	10%	4	20%	11	55%	3	15%

Professional affiliation	Medical & Dental		Student		Untrained Nurse		Trained Nurse		Ancillary	
	4	20%	8	40%	0	0%	2	10%	0	0%
	S&P		Admin & Clerical		AHP		Senior Manager/Executive		Technician/Healthcare Scientist	
	0	0%	2	10%	0	0%	3	15%		0%
	Maintenance		Non Executive		Other					
0	0%	0	0%	1	5%	Other (please state)				

How many Rounds have you attended before?	0		1-5		5+	
	15	75%	3	15%	2	10%

Please add your comments and feedback on today's Schwartz Centre Round (optional)	
Insight of GPs work was informative. Nurse/Patient rapport building was interesting.	
A really insightful view of of General Practice and the management of "we are family"	
Really thought provoking and interesting, open non judgemental environment	
Impressed by the tremendous warmth of the staff for their patients and colleagues	
Thank you to Julian and Debbie for being so open and sharing your stories so candidly and openly. A new insight gained + reflection.	
Insighful discussion and stories. Safe and non-judgement environment. Helpful to see things from different perspectives	
Really interesting honest discussion	
Very interesting to compare approach to death in primary vs. secondary care	
Gave me the confidence to seek out support from my seniors if I need to when I start work next year. 30 years from now, when I'm a Consultant, I'll make sure I offer support to my juniors after stressful situations occur	
It's great to hear stories shared by other healthcare professionals, especially experienced clinicians as it gives me more confidence as a student to speak about my experiences moving forward in my career	

Round 25 feedback

Number in attendance must be added in order for the calculations to be made.

Data entered represents actual numbers - for example if 30 forms were collected and on 3 of these, the 'completely disagree' column was ticked for one particular response then enter '3' in this column. On pressing return, the adjacent white box will automatically show 10%. Add '0' if nobody has ticked a box. Please don't leave any 'required' / blue boxes blank

Organisation	The Royal Wolverhampton NHS Trust								
Date	21-Mar-19								
Title of Round	Overseas Staff Experience								
Number in attendance	18						Number of forms returned	10	

	Completely disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Completely agree
The stories presented by the panel were relevant to my daily work.	0%	0%	1 10%	1 10%	8 80%
I gained knowledge that will help me to care for patients	0%	0%	4 40%	0 0%	5 50%
Today's Round will help me work better with my colleagues.	0%	0%	1 10%	0 0%	9 90%
The group discussion was helpful to me.	0%	0%	0 0%	1 10%	8 80%
The group discussion was well facilitated.	0%	0%	1 10%	0 0%	9 90%
I have gained insight into how others care for patients.	0%	0%	1 10%	1 10%	8 80%
I plan to attend Schwartz Centre Rounds again.	0%	0%	1 10%	1 10%	8 80%
I would recommend Schwartz Centre Rounds to colleagues.	0%	0%	1 10%	1 10%	8 80%

	Poor	Fair	Good	Excellent	Exceptional
Please rate today's Schwartz Round	0%	0%	0%	6 60%	3 30%

	Medical & Dental	Student	Untrained Nurse	Trained Nurse	Ancillary
	3 30%	0 0%	0 0%	5 50%	0 0%
	S&P	Admin & Clerical	AHP	Senior Manager/Executive	Technician/Healthcare Scientist
	0 0%	1 10%	0 0%	1 10%	0 0%
	Maintenance	Non Executive	Other	Other (please state)	
0 0%	0 0%	5 50%			
Chaplaincy, Assistant					

	0	1-5	5+
How many Rounds have you attended before? (only 8 completed this section)	6 60%	3 30%	1 10%

Please add your comments and feedback on today's Schwartz Centre Round (optional)

Excellent session - thought provoking - we need to enhance our systems at RWT. Forums close to Dr Induction would be good.
It was very interesting. Everyone contributed and shared their bit.
Very well and informative.
It was really helpful for a newcomer like me. Really looking forward to another session.
Really helpful and enjoyable session. Thank you to the panel
Interesting topic today, makes you consider how to support overseas peers during their inductions.
Fascinating insight and reflection from staff will enable better communication with overseas staff and those from UK.

This is the summary sheet. Please only complete the purple fields. All other data will be added automatically from the individual Rounds sheets.

Organisation	The Royal Wolverhampton NHS Trust		Number of Rounds held in the last 12 Months		8
Average number in attendance over the last 12 months	29		Actual number in attendance over the last 12 months		232
Actual number of forms returned over the last 12 months	174		Percentage of forms returned over the last 12 months		75%

	Completely disagree		Disagree somewhat		Neither agree nor disagree		Agree somewhat		Completely agree	
The stories presented by the panel were relevant to my daily work.	1	1%	2	1%	9	5%	38	22%	122	70%
I gained knowledge that will help me to care for patients	1	1%	0	0%	28	16%	45	26%	92	53%
Today's Round will help me work better with my colleagues.	1	1%	0	0%	12	7%	50	29%	108	62%
The group discussion was helpful to me.	1	1%	0	0%	1	1%	38	22%	132	76%
The group discussion was well facilitated.	1	1%	0	0%	3	2%	21	12%	147	84%
I have gained insight into how others care for patients.	1	1%	1	1%	11	6%	25	14%	133	76%
I plan to attend Schwartz Center Rounds again.	1	1%	0	0%	4	2%	23	13%	145	83%
I would recommend Schwartz Center Rounds to colleagues.	1	1%	0	0%	2	1%	20	11%	151	87%

Please rate today's Schwartz Round	Poor		Fair		Good		Excellent		Exceptional	
	0	0%	4	2%	23	13%	89	51%	54	31%

Professional affiliation	Medical & Dental		Student		Untrained Nurse		Trained Nurse		Ancillary	
	56	32%	13	7%	3	2%	46	26%	1	1%
	S&P		Admin & Clerical		AHP		Senior Manager/Executive		Technician/Healthcare Scientist	
	0	0%	13	7%	14	8%	12	7%	1	1%
	Maintenance		Non Executive		Other					
	0	0%	0	0%	6	3%				
Other (please state)										
Occupational Therapist, Palliative Care, Midwife, Chaplaincy, Assistant										

How many Rounds have you attended before?	None		1-5		5+	
	66	38%	72	41%	23	13%

Comments and feedback from participants at Rounds over the last 12months

Thanks to panel and others
 "have your own safety valve" will be written on our notice board. The power of reflection and group support came across very strongly
 Enjoyed feedback and questions from audience
 Very interesting, everyone encouraged to show their own experiences
 Very useful to share experiences within different healthcare professional
 Time given to consider thoughts, feelings and emotions in a safe supportive environment
 I have attended Schwartz Rounds at 2 other institutes and this was by far the best facilitated and most useful
 Good discussions and well facilitated
 Interesting to hear about experiences from other specialties
 Need for in built support systems to allow balance and adjust when need be to recalibrate being both professional and empathetic when having had to deal with especially after a particularly difficult case.
 The opportunity to reflect, discuss and learn. Often too busy to do any of this. Thank you to the panel for sharing the story
 Emotional, thought provoking
 Excellent - thank you
 Brilliant topic 'Burn Out' and great panel. More talk around this subject is needed as it affects all of us regardless of level of responsibility/job role.
 Fantastic session, much to reflect on. Makes me realise how important it is for us to have an opportunity to get to know our colleagues or people rather than just professionals.
 Excellent, would be worth repeating at a later date, well attended. Ideas for future - "Expectations from patients which cannot be met" and "Dilemmas in treatment".
 Excellent round. Privileged that people are willing to be vulnerable. So valued.
 Quite interesting, looking forward to the next one.
 I think doing breathing exercises (Yoga) can help.
 Very good.
 Meaningful and valuable testimony and advice.
 Great session, thank you.
 A subject that affects us all. The title reflected the discussion and made me want to attend. Very brave of all participants to share their story. Glad it finished on a where to get help.
 Great panel and stories which I can take on board.
 Excellent, thank you for sharing your experiences.
 Only 1 thing to highlight, should attendees who arrive after 1pm not be allowed in, very off putting especially for the speakers.
 Amazing, will advise all colleagues to attend. Everyone can benefit from this session, regardless of staff grade
 Very well facilitated, true life stories make you realise the problems faced by each and everyone and the challenges faced by them
 Well done rapid intervention team
 Excellent Well Done
 The team that presented were exceptional in the care they provided the patient involved. Huge respect to the team
 Very emotionally supportive team, poem and personal experiences were very heartwarming, message is to support each other cross professional boundaries
 Thank you for sharing
 Emotional, interesting to hear how patients care for at home and how this can affect staff
 Excellent presentation, I find the disruptions of people coming and going throughout the presentation very off putting
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 Good exploration of common feelings I feel when dealing with similar situation
 Beneficial to practice - refocus on compassion/empathy. Good for interactions between teams
 Very well presented, able to relate
 Insightful story to discuss
 Very good to share what seems like similar experiences and feelings
 Well worth attendign to gain an insight to the challenges our colleagues face on a daily basis
 Very insightful
 More clinical advice, we could have learned about the disease, management
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 Interesting topic today, makes you consider how to support overseas peers during their inductions.
 Fascinating insight and reflection from staff will enable better communication with overseas staff and those from UK.

Don't enter any data manually into this sheet - it will auto generate once you start filling in the rest of the spreadsheet. Please make sure you fill in the Required purple fields on the summary page.

Schwartz Round-Up: The Royal Wolverhampton NHS Trust

This report is a 12 month summary of feedback from staff attending the Rounds.

The total number of attendees over these Rounds was 232

The percentage of feedback forms returned was 75%

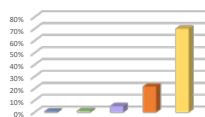
These Rounds ran on	17/05/2018 15/11/2018	12/06/2018 11/12/2018	18/09/2018 20/02/2019	17/10/2018 21/03/2019
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The number of Rounds run within this time was	8	2	3	7
The topics of these Rounds were	1 Hope and Expectations 4 You never think it will happen	2 Burn Out 5 When patient choices don't	3 Emotional Parking 6 "Small but mighty" - acts of	7 Family Care in General Practice 8 Overseas Staff Experience

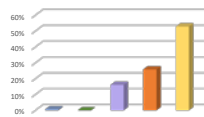
The breakdown of professional affiliations over these Rounds

Medical & Dental 32%	AHP 8%
Student 7%	Senior Manager/Executive 7%
Untrained Nurse 2%	clinician/Healthcare Scientist 1%
Trained Nurse 26%	Maintenance 0%
Ancillary 1%	Non Executive 0%
S&P 0%	Other 3%
Admin & Clerical 7%	Occupational Therapist, Palliative Care, Midwife, Chaplaincy, Assistant

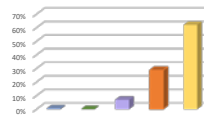
The stories presented by the panel were relevant to my daily work.



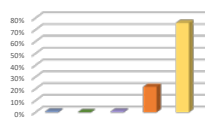
I gained knowledge that will help me to care for patients



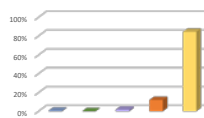
Today's Round will help me work better with my colleagues.



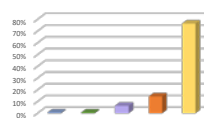
The group discussion was helpful to me.



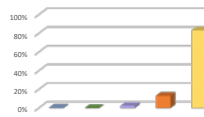
The group discussion was well facilitated.



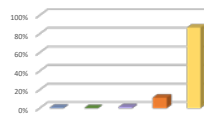
I have gained insight into how others care for patients.



I plan to attend Schwartz Center Rounds again.



I would recommend Schwartz Center Rounds to colleagues.



Legend: Completely disagree (blue), Disagree somewhat (green), Neither agree nor disagree (purple), Agree somewhat (orange), Completely agree (yellow)

Quotes taken from the feedback forms

Brilliant topic: 'Burn Out' and great panel. More talk around this subject is needed as it affects all of us regardless of level of responsibility/job role.

Fantastic session, much to reflect on. Makes me realise how important it is for us to have an opportunity to get to know our colleagues or people rather than just professionals.

Excellent, would be worth repeating at a later date, well attended. Ideas for future - "Expectations from patients which cannot be met" and "Dilemmas in treatment".

Excellent round. Privileged that people are willing to be vulnerable. So valued.

Quite interesting, looking forward to the next one.

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Very good.

Meaningful and valuable testimony and advice.

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Well done rapid Intervention team

Excellent Well Done

The team that presented were exceptional in the care they provided the patient involved. Huge respect to the team

Very emotionally supportive team, poem and personal experiences were very heartwarming, message is to support each other cross professional boundaries

Thank you for sharing

Emotional, interesting to hear how patients care for at home and how this can affect staff

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A difficult topic well managed and group managed to retain focussed on emotions and wellbeing

interesting case and discussion well presented

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Very well presented, able to relate

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Very insightful

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Very interesting to compare approach to death in primary vs. secondary care

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It's great to hear stories shared by other healthcare professionals, especially experienced clinicians as it gives me more confidence as a student to speak about my experiences moving forward in my career

Schwartz Center Rounds® Reflective Notes

What are Schwartz Center Rounds®?

Developed by the Kenneth B Schwartz Center in the USA, running as a new initiative in The Royal Wolverhampton NHS Trust, the Rounds provide a structured monthly one-hour forum for staff from all disciplines to discuss difficult emotional and social issues that arise in caring for patients. The goal of the Rounds is not to solve problems but to explore the human and emotional aspects of the experience of delivering care and the challenges that staff face from day to day. Further information on Schwartz Rounds can be found on the website: www.theschwartzcenter.org

Rounds run monthly at the Wolverhampton Medical Institute and notification of dates and topics will be sent via global email.

Personal Reflection of Session	
Date: 18/09/18	Session title: Emotional Parking
Round Summary:	
<p>Called out by WMAS to see a patient recently diagnosed with cancer and was in pain. No adequate pain relief available. 2 senior clinicians and HCA attended. We arrived in separate cars as we each had a caseload of home visits following this referral. Patient was due to have chemotherapy the following day but had declined admission for pain relief. Patient looked to be approaching end of life. No DNACPR in place and no anticipatory medications prescribed 2 Daughters, both of whom very anxious and distressed</p>	
Themes discussed within Round:	
<p>Breaking bad news to people we have only just met is very difficult Emotionally charged situations stay with you Debriefing is really important for one's self It's ok to be sad about situations A patient's life story is often verbally shared but is also visible with photographs and pictures which are often scattered around the home. How do you help people cope with the shock of bad news How do you help people to come to difficult decisions and live with those decisions afterwards Knowing when you are out of your depth and having trust in your colleagues to call upon them</p>	
How these themes relate to me/my practice:	
<p>Working alone can sometimes feel lonely so working together as a team, utilising different HCP's is really important to ensure the patient gets the best possible care at the right time. Coming together as individuals to form a team in what can sometimes be difficult and emotionally challenging situations ensures we are able to look after one another. After a plan of care has been agreed and the team then go off in different directions, what do we do with our own emotions? How do we as health professionals remain focused when situations are distressing and upsetting</p>	

for patients and relatives on the receiving end of bad news
How to ensure, if able, patients and relatives are still able to make informed decisions.
Understanding when you need to call for help

How I have gained insight into how others think/feel in caring for patients/colleagues:

Sometimes we relate circumstances we find ourselves in to our own family or loved ones and how we need to be aware of our selves. It is really important to be aware of our own thoughts, values and beliefs, whilst we ensure we address the needs of the patient/ relatives and to be objective.

Key points learned from today's Schwartz Round which will change how I relate to or communicate with patients and/or colleagues:

Kindness and thoughtfulness are gifts for sharing and we should always be mindful that we don't always know what is going on in people's personal lives.
Approaching people with sensitivity and understanding is really important for personal well being

Personal Reflection of Session

Date: 21/3/19

Session title: Overseas Staff Experience

Round Summary:

This session explored the emotions around the experiences of staff coming from a variety of backgrounds and cultures and the feelings they had joining RWT

Themes discussed within Round:

Isolation, expectations, assumptions, community, friendliness

How these themes relate to me/my practice:

It made me very conscious around how I come across to other colleagues. I aspire to be friendly at all times and I often don't achieve this. I think RWT is a very friendly organisation, but it's up to each of us to make individual effort in this for the organisation to be experienced that way.

How I have gained insight into how others think/feel in caring for patients/colleagues:

I had not considered that a sense of community can be formed more strongly by involving the individual outside of their own community, and this can help them settle in better and form links with others better. There was understanding that different individuals need different support structures, but how important a sense of belonging is.

Key points learned from today's Schwartz Round which will change how I relate to or communicate with patients and/or colleagues:

Value the diversity of experiences as something to be treasured and celebrated. Recognise the individuality of everyone.