



Moorfields Schwartz Rounds

To care is human.....



Moorfields Eye Hospital **NHS**
NHS Foundation Trust

What are Schwartz Rounds?

Multi-disciplinary forum to enable staff to meet together, to talk and reflect on emotional, psychological and social aspects of their work. They were introduced to support healthcare staff's health and well-being, in order for them to be able to continue to deliver compassionate care.



How did they begin?

Ken Schwartz was diagnosed with terminal lung cancer in 1994. During this time, he found 'small acts of kindness, made the unbearable, bearable'. He bequeathed his legacy to start the Schwartz Foundation, to foster compassion amongst health care professionals in order that they can care for their patients better.

Themes at Moorfields

- The patient I will never forget
- When I made a difference
- My memory of the NHS
- Junior Doctors Stories
- Looking after me
- How I look after me
- Clare's story
- What the festive season means to me
- Staff morale and how we can improve this

Who Attends?

- Nurses
- Optometrists
- HCA's
- Orthoptists
- Board members
- Clerks
- Doctors
- Managers

"During an illness the human connection between patients and their caregivers matters most to patients" Ken Schwartz

Schwartz Rounds at Moorfields

- Started in Feb 2018
- 10 rounds to date
- 368 attendees
- 5 different sites

"Absolutely knocked me for six how much the stories impacted on me."

"Junior doctor's account & how it affected him. It's a reminder that we all need to support each other in whichever field we work."

How do they run?

- Confidential
- 1 hour forum
- 2-3 panelists talk about an aspect of work based on a theme
- 1-2 trained facilitators
- Mixed discipline audience
- Not problem solving
- Recently introduced 30 min 'Pop-up' rounds in busy clinical areas, such as eye casualty and clinics.

"very moving and made me reflect a lot on myself and listening more to myself and what is true and what is right."

Feedback from Rounds

- 34% exceptional
- 56% excellent
- 10% good,
- 0% for both poor and fair
- 88% would recommend to a colleague. 52% have attended more than one Schwartz Round.

Focus groups revealed staff developed greater understanding of pressures and challenges faced in an eye care setting, particularly those of front line staff. Staff also felt sharing experiences was empowering and liberating.

Schwartz Team:

Rashmi Mathew, Ruth Ball, Emma Jones, Ian Tombleson, Margaret McNamara, Leslie Hastings, Anita Aubrey

