



Great Yarmouth and Waveney
North Norfolk, South Norfolk
Norwich, West Norfolk

Clinical Commissioning Groups

Norfolk and Waveney NHS Clinical Commissioning Groups Primary Care Schwartz Round Roll Out

Point of Care Foundation

Schwartz Application 2020

'Best Schwartz Innovation' Award

Primary Care Schwartz Round Roll Out

Who Are We and What Challenges Do We Face?

NHS Norfolk and Waveney Clinical Commissioning Groups (CCGs) is the combination of five CCGs. NHS England and Improvement has authorised, in principle, the merger of the five CCGs and we are on track to have from 1 April 2020 a single CCG known as NHS Norfolk and Waveney.

As a single CCG we will be responsible for the health care of 1.1 million people across Norfolk and Waveney.



As a CCG we are a clinically-led statutory NHS body responsible for the planning and commissioning of health care services for Norfolk & Waveney.



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Commissioning is about getting the best possible health outcomes for the local population. This involves assessing local needs, deciding priorities and strategies, and then buying services on behalf of the population from providers such as hospitals, clinics, community health bodies, general practice etc. It is an ongoing process. CCGs constantly respond and adapt to changing local circumstances.

We are responsible for the health of the entire population, and measured by how much we improve experiences and outcomes.

Our geographical area covers a combination of coastal, rural and urban areas spanning approximately 274,143 square miles.

This is one of our biggest challenges as our workforce within primary care spans 105 practices, with no single site or location having the ability to encompass everyone.

Parity for all was a priority leading to our decision to have a locality focused Schwartz to support primary care resilience..

Due to our population demographics 'Healthy life expectancy' for people living within Norfolk and Waveney is 63.2 years for males and 62.6 years

females.

[[Norfolk Insight, 2020](#)]



Our health and social care landscape brings together a large number of providers working collaboratively to delivery services.





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Our Aim

At the heart of the Schwartz project is the General Practice Forward Views' (GPFV) (NHS England, 2016) ambitious target to expand, recruit and retain our workforce, particularly supporting the current workforce with their health and wellbeing, resilience and team building.

Passionate about caring for everyone, including ourselves, and aware of the benefits of Schwartz coupled with the need to support our primary care workforce, we embarked on our journey to introducing Schwartz Rounds to this sphere of healthcare. Aware practices would not be able to undertake Schwartz as sole providers the CCG opted to bring Schwartz to all our practices.



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We are funding this project through a NHSE GPFV Retention Scheme Programme's bid (2 years funding), enabling our 105 surgeries to be part of the project. The plan is to roll out the introduction of Schwartz Rounds over a two year period, with approximately 20 surgeries launching at a time within a locality. Schwartz Rounds will be held flexibly either as a locality or within a surgery depending upon need.

Due to the scale of the project, the diverse personalities and skills required to embed Schwartz Rounds we plan to have one lead, one administrator, one steering group, five locality teams including one clinical lead and two facilitators established within our first year. It is hoped we will have Schwartz Rounds embedded into practice by the end of the second year.



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Where We Are

The first locality, Great Yarmouth and Waveney, launched with 18 general practices in December 2019. This was initially with a soft launch in one large practice which had undergone significant recent challenges, then an official launch at a protected time for learning event for the 18 practices. We are exploring opportunities to run monthly Schwartz Rounds in different locations to maintain the momentum and attendance whilst ensuring the 19 practices can access Schwartz Rounds over the coming 2 years.

Our second locality, North Norfolk, is finalising its licence and training its clinical lead and facilitators with a view to launching Schwartz Rounds in April 2020.



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Our third locality, Norwich has a clinical lead identified and is recruiting its team.

We support clinical leads to participate by providing support to backfill their clinical sessions to ensure patients are unaffected.

Facilitators have predominantly come from the CCG workforce but an open offer has been made to the primary care landscape to join us on our Schwartz journey.

What have staff said?

Really powerful stories, good to hear people's thoughts to help relate how we all feel about our work

Insightful and I think all story sharing resonates with you

Very helpful and good to know people feel and experience similar things

Very powerful session. Very comfortable and safe atmosphere

Very helpful. Helps to know they're not alone in their experiences, gain knowledge and how to deal with issues

Very good patient stories. Good discussion. Helped when relating to my own patients/experience. Enjoyable

Fantastic learning opportunity. Very thought provoking



What's next?

Our immediate plan is to support our new locality teams as they form, and focus on our fourth and fifth localities over the next few months to support the launch in these areas. Our longer term plans include exploring wider Norfolk and Waveney Primary Care Rounds, a celebration event to capture changes to practice, staff experience, patients experience and/or outcomes as the result of Rounds and ensuring Schwartz resilience.

The power of Schwartz has been evident from the outset, with an infectious electric buzz to the project. Our Schwartz team is forming and evolving at pace with ease, engagement from stakeholders has been forthcoming, board level endorsement was a seamless process and word of mouth has propelled and directed the speed of roll-out.

We have been approached by individuals wanting to get involved ahead of our roll-out to localities, there is an appetite in Primary Care for Schwartz and practices are keen to support the Schwartz model.

As a Schwartz team we are enthusiastic and excited to see where our journey will take us over the next 18 months.



Schwartz Round 26 Feb 2020. Reproduced with the kind permission of Beccles Medical Centre.