

Nomination for Schwartz Shining Star Award 2020

Nominee: Lorna Adams, Schwartz Round Facilitator and Principal Sonographer, North West Anglia NHS Trust (Peterborough City Hospital)

Nominated by: Dr Suzy Lishman, Schwartz Round Clinical Lead, NWAFT

Lorna has been instrumental in getting Schwartz Rounds running at Peterborough City Hospital (PCH), the largest of three main hospital sites within North West Anglia NHS Foundation Trust. The rounds have been held at Hinchingsbrooke Hospital (one of the other hospitals within the trust) for over two years and were introduced at PCH in December 2018. When a call went out for people interested in helping to set rounds up at PCH, Lorna volunteered and has been actively supporting the rounds since. She attended rounds at Hinchingsbrooke, despite being based at PCH, to see how they worked and talk to those involved.

Lorna is a key member of the Schwartz Round Steering Group, and the only person (apart from the Clinical Lead) to attend every monthly meeting to discuss learning from previous rounds and plans for future rounds. Lorna always leaves the meetings with a list of actions to promote the rounds, to contact potential panellists and to think about future topics.

Lorna volunteered to be a panellist at the very first round, talking about a patient she'll never forget. Her talk was not only interesting and thought-provoking, but it helped other members of staff understand the role of rounds and the sort of stories that can be shared.

Although initially not formally trained, Lorna agreed to step up to fill the role of facilitator and clinical lead for rounds when those individuals were not available, fulfilling both roles admirably. Lorna has since attended training and is now an 'official' member of the team. Lorna brought back helpful learning from her first training day, helping to 'fine tune' the rounds, particularly in relation to managing the discussion following the presentations.

Lorna organises and leads pre-meetings before every round to ensure that panellists understand their role and that everyone is as prepared as possible. We have found that rounds do not run as smoothly and the benefits are fewer when these meetings do not happen, or when the panellists attend at different times. Lorna's willingness to be flexible about when these meetings are held, often rearranging other commitments, has been key to getting everyone in the room at the same time, which has been reflected in the effectiveness of the subsequent round.

Feedback from panellists has been very positive, with 100% saying that they felt supported throughout the preparation process. Comments have included:

"Excellent facilitator and clinical lead."

"Quite daunting, but ultimately a very positive experience."

"I found this to be a very useful environment to reflect on my experiences and felt very well supported by the facilitators."

"I thoroughly enjoyed this experience. The atmosphere of the group was friendly and welcoming and I am looking forward to attending as an audience member in future."

Lorna is very active in encouraging staff to attend rounds and to volunteer to speak. Without her energy and enthusiasm the rounds would not be as successful as they are. When not in a formal role, Lorna contributes to discussions from the audience, encouraging others to share their experiences and demonstrating the sort of reflections that are encouraged.

Audience feedback includes:

"Very interesting and at times moving - It was generally very affirming of the NHS."

"This was my first time - I found this exceptionally beneficial and has given me a huge insight and will impact my clinical practice - thank you!"

"It feels like a place where anyone can open up and talk about their feelings freely. Would highly recommend it to other people."

"I think these Rounds are great for gaining insight into other areas and issues within the Hospital, that otherwise I would not be exposed to."

A mentor from the Point of Care Foundation recently attended a round, facilitated by Lorna, to assess how the rounds were going. In her feedback the mentor gave the round 'full marks' and said:

"Introduction was clear, concise but comprehensive. A nice touch was that Lorna referenced Ken Schwartz and quoted his words about empathy, compassion and humanity and how staff showing these had given him hope. She used this both to reinforce that the focus of Schwartz rounds is about emotional impact and to introduce the idea of hope, which was one of the key themes for this one specifically."

"A lot of thought and initiative has gone into promoting the rounds and encouraging repeat attendance."

"I very much enjoyed my visit to Peterborough City Hospital's Schwartz round. My experience was that people there have taken Schwartz rounds to their hearts and are impressively well organised and proactive in promoting and sustaining them."

Lorna is largely responsible for this success and I believe she would be a very worthy winner of the Shining Star award.

Lorna's exceptional contribution to Schwartz Rounds was recognised by the trust. In December 2019 she received the "Sharing our Values – Caring and Compassionate" award.