

North Tyneside CCG Patient Forum End of Life Working Group Notes

Tuesday 29 January 2019
9.30am – 11.00am
205 Park Road
Wallsend
NE28 7NL

Attendees

Dr Kathryn Hall	Chair
Donna Sample	Clinical Commissioning Group (CCG)
Hazel Parrack	49 Marine Avenue
Val Telfer	Wellspring Health Centre
Gillian Bennett	Wellspring Health Centre
Carole Reed	Community and Health Care Forum (CHCF)

Apologies

Michele Spencer	Community and Health Care Forum (CHCF)
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Welcome and Introductions

Notes of last meeting Tuesday 30 October 2018

Agreed as a true record.

Matters Arising

Dr Hall gave the members a hand out copy of the draft Palliative Care leaflet which has now been approved and sent to the printers; it will hopefully be available for distribution quite soon. Michele will take copies to the next Patient Forum when completed. Some members were unhappy about the heading which says 'Issued by Palliative Care Northumbria Service' which they thought would confuse people who live in North Tyneside; Dr Hall explained that North Tyneside, Newcastle and Northumberland are all part of Northumbria Healthcare NHS Foundation Trust.

Dr Kathryn Hall Updates

Dr Hall said she has still not received the Care of the Dying Patient audited report which is frustrating but the delay is due to issues with staff absences. This has replaced the Liverpool Care Pathway which was finally phased out in 2014.

Of the 27 GP Practices in North Tyneside some are using the System One computer package and the others use EMUS. The service could be improved if all surgeries used the same programme.

Rapid Response Service

The Rapid Response Service has issued figures with excellent results; the outcomes are good and the use of beds in A & E continues to be less. 66% of people are dying in their own homes in North Tyneside. The national average is 49% and is continuing to rise. Also more people are dying in nursing homes rather than hospital. There is a monthly report which gives a breakdown of deaths in hospital and the reasons why. The service is now fully staffed and a review at the end of 2018 showed that £350,000 has been saved. There have been no complaints about the service, in fact they have received many thank you letters complimenting the staff. North Tyneside is the only borough to run a Rapid Response Service at present but Northumberland are hoping to follow suit.

Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR)

There have been some issues about the DNACPR form, it has been updated from Version 16 to 17 and 17a and some problems with duplication have arisen being mixed up between the two. As from 31 December 2018 the North East Ambulance Service will not accept any invalid versions. Dr Hall has emailed GPs in North Tyneside to bring their attention to this. This has caused a large amount of unnecessary work. Clinicians were only given six months notice to update the forms and it has caused confusion. The Electronic Palliative Care co-ordination System (EPaCCS) is working in conjunction with the CCG to enhance the Electronic Care Record with End of Life information making it available for all providers of NHS care. At present, there is no system in place to ensure that all health care providers can access 'End of Life' information. A patient may have informed their GP of their end of life care wishes, but many GP practices are only open for 30-35% of the week. It is vital that information about a person's wishes can be made available to all healthcare providers at all times, including out of hours' providers, the ambulance service, acute hospitals and palliative care teams. It is anticipated that an increased number of end of life care plans are to be made by patients with a predictable death, clinicians in all organisations having access to the same vital information on end of life patients so that the patient's wishes are respected even when they are too poorly to communicate, better co-ordinated care for people who are at the end of their life and more people able to die in their place of choice. Reduced inappropriate hospital admissions at the end of life and consequently reduced number deaths occurring in hospital.

Bereavement

50% of GP bereavement policies are in place, Northumbria has set up a Bereavement Group led by Jeremy Rushmer, Executive Medical Director and Dr Hall is hoping to link in with that, she will use the guidance from NICE. She will also create a standard policy link up and bring information back to this group.

Northumbria Issues

At present consultants are short staffed and really stretched in giving a complete service to patients. Dr Grugin ?? Head of Services is stepping down from her post and a temporary stand in will be supplied until a suitable replacement is found.

Strategy

Tom Dunkerton and Donna Sample along with Dr Hall will produce a work plan to be completed by April 2019.

Actions

1. Dr Hall to send out Care of the Dying Audit Report results once available and we can discuss the slides further as necessary at the next meeting.
2. Michele to extend an ongoing invitation to members of the Patient Forum to this meeting.

Date of Next Meeting

Tuesday, 14 May 2019

Note: new time and venue

10.00am to 11.30am

Room B2

Linskill Centre

Linskill Terrace

North Shields

NE30 2AY