

North Tyneside CCG Patient Forum End of Life Working Group Notes

Tuesday 30 October 2018

9.30am – 11.00am

205 Park Road

Wallsend

NE28 7NL

Attendees

Hazel Parrack	49 Marine Avenue
Val Telfer	Wellspring Health Centre
Gillian Bennett	Wellspring Health Centre
Dr Kathryn Hall	Chair
Pam Ransom	Northumbria Health Care Trust
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	Community and Health Care Forum (CHCF)

Apologies

David Hall	Northumberland Park Surgery
Donna Sample	Clinical Commissioning Group (CCG)

Welcome and Introductions

Notes of last meeting Tuesday 7 August 2018

Agreed as a true record except a small error on page two which was corrected.

Dr Kathryn Hall Updates

Electronic Palliative Care Co-ordination System

Dr Hall updated the members about the Electronic Palliative Co-ordination System (EPaCCS) now the mandate has gone forward; she gave a big thank you to the Project Manager and the positive feedback from the Electronic Record Sharing. The system is up and running and staff are able to read, edit and access data and patient information. The service is currently six months behind but has still made huge progress and is working in partnership with the Ambulance Service and the Out of Hours team. This has made a significant impact on Palliative Care patients showing their strengths and weaknesses and has highlighted coding issues within the service. Patients have a right to access EPaCCS as they have been given verbal consent and are also on the Palliative Care register.

Palliative Care Project

The Palliative Care Project uses a computer software programme named Black Pear and all North Tyneside GP surgeries except Whitley Bay Health Centre have signed up to it. There is also a Practice Support Team including admin staff and receptionists based at The Village Surgery in Wallsend. There is still a small amount of testing of the project to be done but all

data sharing should be completed by December. The post implementation analysis is the key piece of work to be evaluated. The project finishes in March 2019 and if North Tyneside doesn't receive further funding the project will continue but will not be fully operable. Dr Hall will keep the group members updated on this. The service allows the admin staff to do a video test to access information but there are wi fi issues alongside this, staff log in to open a plan and it is really simple to use. Mark Jones is the Project Manager and is very IT savvy. Staff can change details on patient records and it enables other workers to see what has actually been changed.

Dr Hall stressed how important it is to have the right approach when discussing the Palliative Care register with patients as it can be quite a shocking experience and the reactions are never the same with every person. Staff are constantly being trained to explain things correctly and make it clear what care is provided.

Combined Service Patient Information Leaflet

Dr Hall apologised to the members that she hadn't brought the Combined Service Patient Information Leaflet to the meeting as there was some further legal proofing, making it ready for printing. She will share this information at the next meeting.

RAPID

The Rapid Response and Out of Hours service has improved over the last five years with all strands running beside each other. Dr Hall will bring some evidence of this to the next meeting. The service is working alongside two new Marie Curie managers twice a week and referrals are steady. One of the key aims is to try and prevent inappropriate hospital admissions or at least make the patients' experience smoother and shorter. There are 180 calls a week on average. The service is looked at in finer detail to improve the quality. The Local Authority feeds into RAPID and there are currently some problems with care packages although this is all part of the challenge. Down time is used to audit the system and educate staff. RAPID has been running since 2016 and is very organised.

Comment

A member of the group commented that she wasn't keen on the word 'palliative' and the approach to it should be taken slowly as the conversation between the clinician and the patient is very sensitive. Dr Hall disagreed about the word but agreed with the approach. Also sometimes young doctors find the subject difficult to discuss perhaps there should be a mandatory end of life training facility in standard education.

Q Is the Marie Curie staff support free of charge?

A The service is commissioned using a block contract where two beds on a ward will be paid for in North Tyneside and as previously said two Marie Curie Clinical Development Nurses are working two days a week.

Q Why are nurses taking responsible for important decisions in the service rather than doctors? Do they have the appropriate training?

A Responsibility is constantly evolving and nurses do have more input although doctors will also make a contribution. The nurses are at Band 7 level and are very experienced with a high skill set. They meet every Wednesday to discuss patient cases.

Q Is RAPID information available in print?

A A new Patient Service Information Leaflet is to be published for use in GP surgeries waiting rooms.

Q Does the Rapid Response Team go into Care Homes?

A Yes they have a good team and are proactive within Care Homes in North Tyneside

Q How does the public get information about RAPID?

A RAPID is now two years old and there has been a media launch in the past - Dr Hall said she would take the subject of publicity back to Comms. It was suggested that information could be printed in the CCG Patient Forum newsletter.

Any Other Business

There is a high level work plan surrounding bereavement support including practical work and specific guidelines to help the families and to assist them during this difficult time.

Dr Hall informed the members that there due to recent changes to Urgent Care there are plans to open a new 24 hour pharmacy within Rake Lane Hospital and will be open to the public.

A number of strands to the work programme are ongoing to ensure the project's continuous progress.

Pam Ransom informed the members that RAPID has already received two separate awards and is currently being considered for a third.

Date of Next Meeting

Michele will set the date of the next meeting (which will probably be on a Tuesday near the end of January) when she receives the Corporate Calendar dates.

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.

