

TRANSFORMING END OF LIFE CARE IN DUDLEY

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Macmillan Specialist Care at Home Newsbite

September 2016, Edition 3

Welcome to the third edition of the Macmillan Specialist Care at Home Newsbite. In this edition we explore the Specialist Palliative Care Hub.

Since its launch in January 2015, the hub has processed over 2949 referrals and have responded to over 99% of those within 5 working days, urgent referrals being contacted within 24 hours.

Feedback from referrers gathered during the development of the hub has contributed to the development of the referral form and many of the processes that are now in place. In March this year we asked referrers to comment on their experience of contacting the service now that the Hub is in place and feedback resulted in a revised referral form being introduced in July 2016.



Specialist Palliative Care Hub at the Mary Stevens Hospice

We have tried to ease the burden on referrers by making the referral form as simple as possible and with the successful inclusion of the form into Soarian in the acute Trust & Emisweb in Primary Care, the referral is now partially populated from information held within computer systems.

Our aim is to allocate the referral to the right person, first time and the higher the quality of referral that we receive, the greater chance we have of achieving this.

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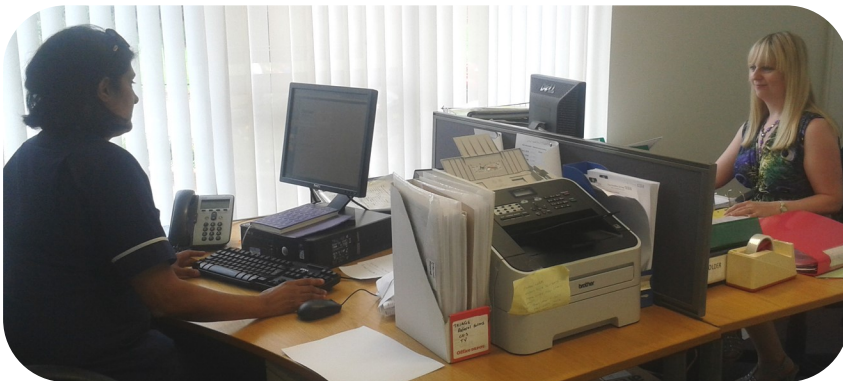
NHS

Representing The Dudley Group
NHS Foundation Trust and Dudley CCG

Daily MDT Allocation

For the Dudley Macmillan Specialist Care at Home team, each morning begins with our allocation meeting. It is a time for calm concentration and discussion of all the referrals which have come into the Dudley Palliative Care Hub, over the previous 24 hours.

'Allocation' is also a great opportunity for joint working with Mary Stevens Hospice, and Liz and Marie, senior hospice nurses, are key members of the Multi-disciplinary team along with a Consultant, Therapist, and the Triage Nurse for that day. The meeting is interactive and we use the clinical computer systems along with written referral information to gather as much information about the patient as possible. Once fully informed, we decide together which part of the team should review the patient initially, and the Triage nurse on duty for the day then puts these decisions into action to enable a quick response time for our service.



Some of 'the hub' team, taking referrals.

Clinical Advice Line

One of the other main developments with the Dudley Palliative Care Hub has been the introduction of the clinical advice line (01384321800). GPs, District Nurses and other health professionals are able to contact a member of the palliative care team for clinical advice between 9:00am - 5:00pm Monday - Friday.

An example of effective MDT work led by a Palliative Care Consultant:

Last week, shortly after the allocation meeting my phone rang... was a GP in Dudley requesting some clinical advice. The GP was in his office with the relative of an elderly gentleman, known to our team, and he wanted to talk to me about symptom control for this gentleman who was very near to the end of his life. I was able to review our clinical notes immediately and give clinical advice and reassurance to the GP, which was then passed on to the relative. I was then able to contact Rachel, the Locality CNS for Dudley, who was out doing home visits already. Rachel was able to go and review this family later that morning, to support the family further. The patient died very peacefully at home, surrounded by his family a few days later.

Referrals

Dudley Group Acute hospital - electronically submitted through Soarian for patients who are in hospital.

Primary Care - the referral form can be found on Emisweb.

All other services via referral form or phone the advice line 01384 321800

For professional support & advice regarding any patient 01384 321800.

The most secure way to communicate patient information with us is via: DMSCaH@nhs.net

Alternatively you can fax 01384 321524

Please ensure you follow information governance guidance when faxing patient identifiable information

Useful information for palliative and end of life care: Dudleygroup.nhs.uk

If you would like more information about these services, please contact:

Telephone: 01384 321800

Fax: 01384 321524

Email: DMSCaH@nhs.net