

Date: 21/02/2019

FREEDOM OF INFORMATION REQUEST FOI/014615 – End of Life Care

1. Please list the number of patients per year placed on an end-of-life pathway (LCP or otherwise) or end-of-life care plan between the years 2011 - 2018.

The Liverpool Care Pathway (LCP) was not embedded within the Trust, so following the independent review into the LCP and the launch of the 5 Priorities for care the Trust adopted this approach. More recently we have developed a communication document to use in the final days/hours of life. Furthermore, it has taken time to develop metrics with regards to use of this document with commenced in November 2018 on the ward dashboard.

We are able to provide data for the number of referrals into the hospital specialist palliative care team, but not all of these patients would be appropriate to have Priorities for care communication document in use.

2. Please detail the number and type of complaints relating to end of life care per year for the years 2011 - 2018. Please detail the nature of the complaint (e.g. poor communication, issues to do with consent, or the care itself etc) and whether the complaint was upheld.

In the years requested there were 5 complaints, due to the low numbers the Trust has grouped the numbers together and has given a summary of complaints

The complaints were about, clinical treatment, patient care and value and behaviour of staff.

Of those complaints 1 was not upheld, 3 were partially upheld and one complaint is still under investigation