Background

National evidence suggests that whilst up to 67% patients wish to die in their own home, only 21% of patients actually do so.

Recent locality data reviewing emergency admissions and mortality suggest that recognising those patients who are not going to recover is inadequate in both primary and secondary care.

Current systems and skills appear to be failing dying patients and their families, with local financial modelling also suggesting significant savings if appropriate care arrangements had been anticipated and implemented.

Current Approach

To improve care for this vulnerable patient group, a local enhanced service (LES) was commissioned and an innovative three strand approach developed in conjunction with local providers and experts.

This began with the development of a clinical template for an Emergency Health Care Plan, followed by the appointment of locality mentors and practice champions to support the delivery of a training programme, along with baseline, peri- and end-point analysis factored into the programme from the outset.

1. Emergency Health Care Plan (EHCP)

- Clinical template designed in SystmOne
- Developed collaboratively with Palliative Care Physicians, Geriatricians, General Practitioners and IT experts
- Builds upon the North East NHS Deciding Right Template
- Uses unique macros allowing care plans to be completed quickly and efficiently.
- Provides outline plans for core end-of-life clinical scenarios to aid completion, with functionality to allow individually customisable plans to be made and recorded.
- Clinical scenarios provide depth and breadth to the EHCP which is generated by the template.
- EHCP allows patient wishes to be recorded and accessible via the GP, Patient, Paramedics and Secondary Care.
- Designed to allow for changing scenarios with time and patient wishes and captures patient decisions within the template

2. Education

- 3 Locality Mentors appointed by competitive interview in addition to Practice Champions
- Part Funded by Macmillan Cancer Support
- Specialist training delivered by Palliative and Hospice Consultants and Nurse specialists, linked to national programmes to sustain best practice
- Roles are to change systems and attitudes rather than provide specific patient advice

3. Evaluation

- Extensive assessment of the impact of the project on both patient and clinician needs
- LES implemented to enhance uptake and specific key performance indicators used as benchmarking for performance and evaluation

Summary & Future

This poster seeks to demonstrate and showcase the collaborative work behind the EHCP template, and its benefits to practising clinicians.

Although very much an ongoing project, its ease of use and enhanced patient care have already been evidenced by its expansion to neighbouring CCGs.