



Working in Partnership for Quality Integrated End of Life Care

Background

Marie Curie Delivering Choice Programme for South East London started in 2007

- Phase 1 report highlighted good practice but also significant barriers within Greenwich
- 63% of deaths in hospital
- 18-19% at home
- 10-11% in a care home
- 7% hospice



Quality Care at the End of Life

Barriers to good care

- No Night District Nursing Service
- Poor untimely communication – can result in poor continuity of care
- Lack of understanding about roles
- Inexperienced Community Nurses - training needs



Quality Care at the End of Life

Good practice

- Good care and communication from the Hospice
- Commissioned End of Life personal care service

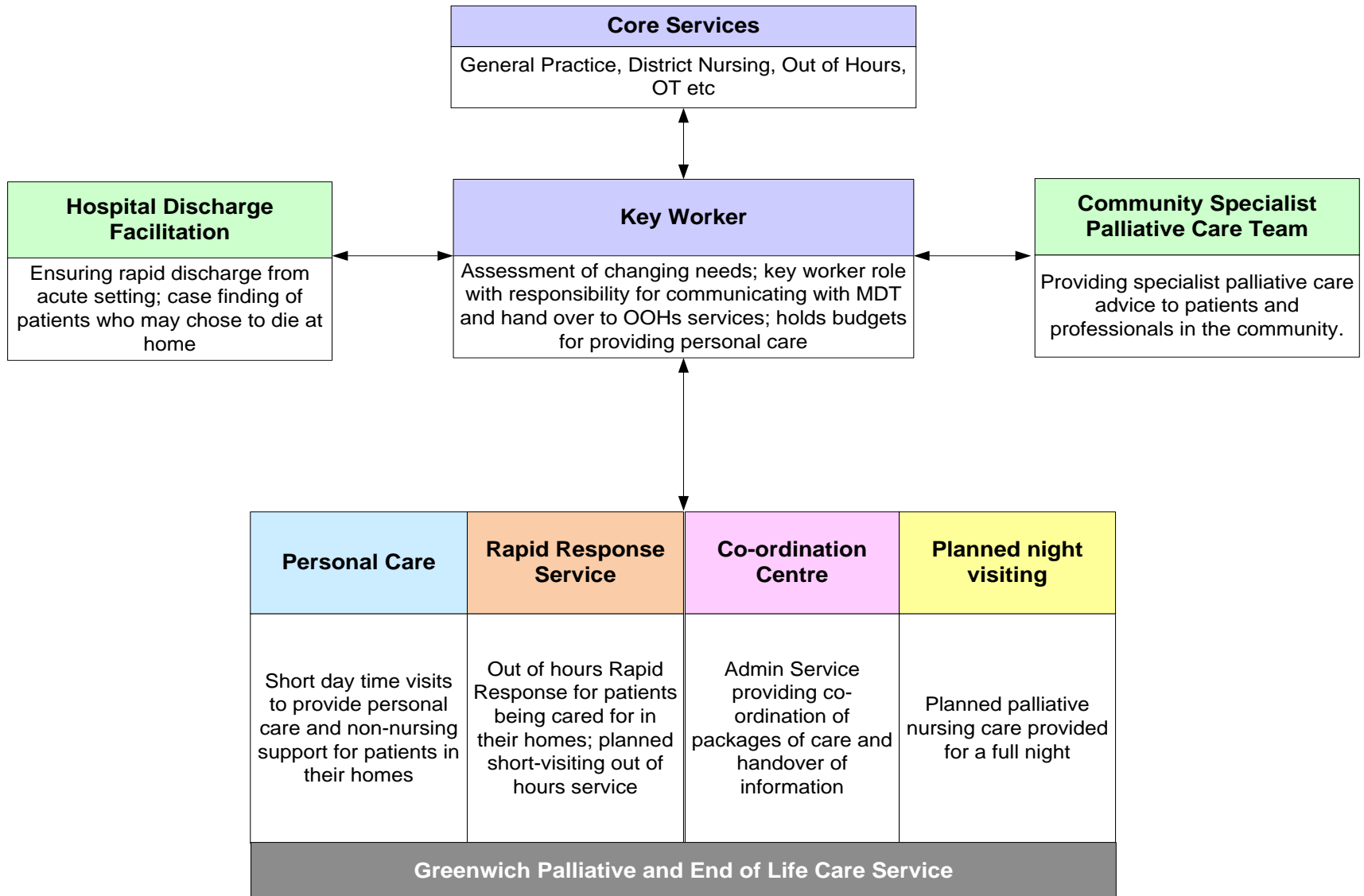


Quality Care at the End of Life

First Steps

- Specialist Palliative Care fully integrated –investment in 24 hour service
- Investment in Advance care planning
- Investment in better end of life care in care homes
- Discharge Planning post
- District Nurse training

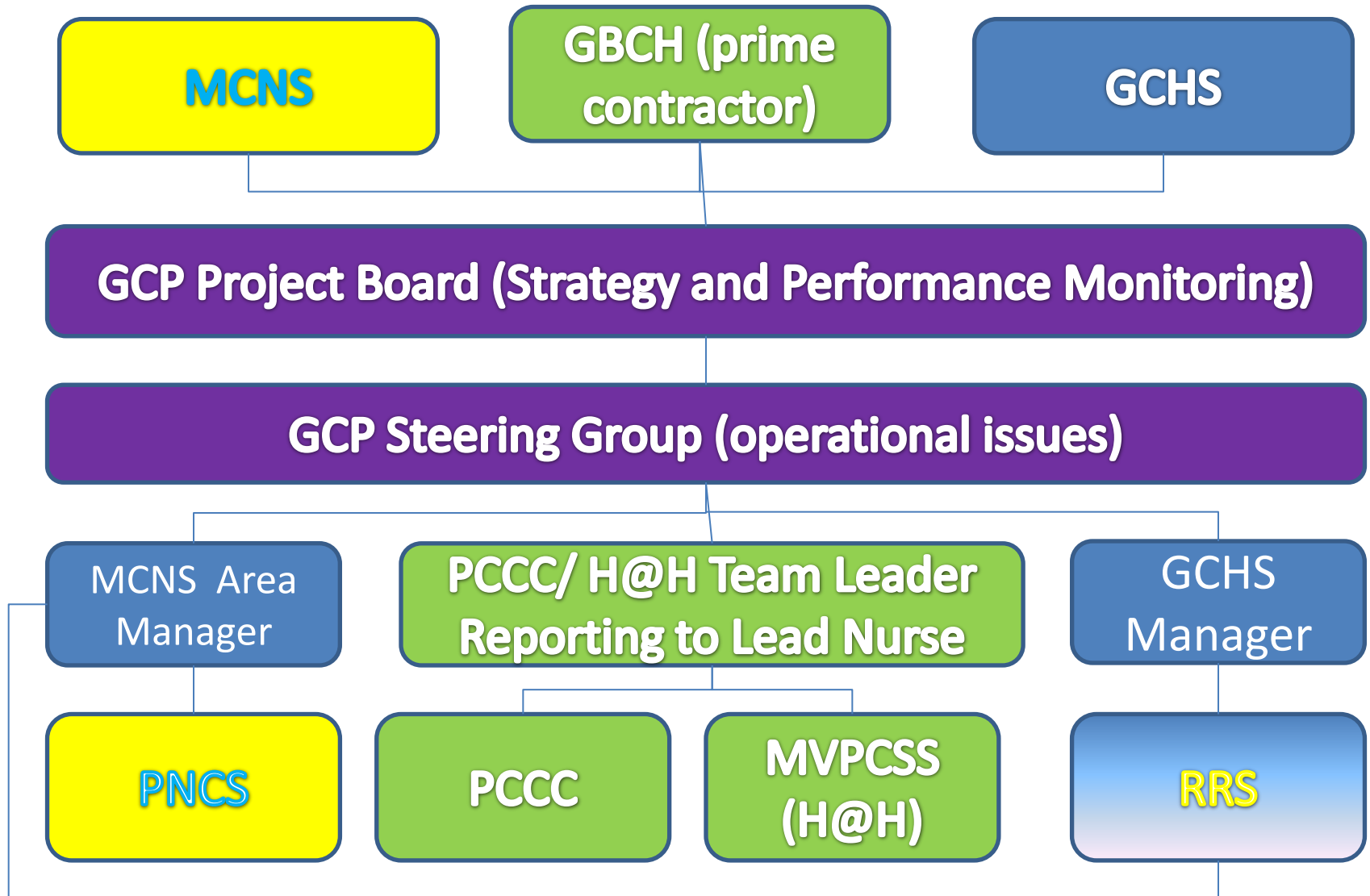
Integrated Model of Care - Greenwich



Commissioning

- Prime Contractor Model
- Negotiated KPIs – hospital deaths (with shared incentives)
- All parties responsible for the success of the partnership
- Support one another to reach common goal
- Working together for patients

Greenwich Care Partnership Governance Structure



Activity and outcomes

18 months

- 774 patients
- 30% non cancer diagnosis
- 60% of patients now have an advance care plan
- 528 deaths – approximately 10-15% in hospital, 60 - 65% home/ care home, 20-30% hospice
- Increased number of patients from BME community

Summary

- 3 organisations working together
- Seamless care (24 hour telephone number)
- Opportunity to develop things outside of the core service specification
- Governance structure has enabled improvements outside of this service
- Well valued by patients and carers

“I want to thank you all so much for the wonderful care and support you gave to my husband, and to me, during the last days of his life. The kindness, patience, care for his dignity and the skill you all had were just amazing....it meant a lot to us, and to my husband, that he could stay at home with his family around him. I think the work that you do is wonderful”

Wife of a Patient.