Innovation ECHO Network

Session 2: Integrated Working and 24/7 Services

23rd February 2022
Network Recording Declaration

During this ECHO session discussions will be recorded so that people who cannot attend will be able to benefit at another time. Filming is regarded as ‘personal data’ under the Data Protection Act 2018 General Data Protection Regulations (GDPR), under that law we need you to be aware that:

- This Data will be stored with password protection on the internet.
- This Data will be available for as long as your network continues to meet and will then be taken down from the internet and either stored securely at the Superhub or deleted.

Your ongoing participation in this ECHO session is assumed to imply your agreement to the use of your data in this way.

If you are NOT willing for your data to be used in this way, please LEAVE the session at this point.
## Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Presenters</th>
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<tbody>
<tr>
<td>10:30</td>
<td>Introductions</td>
<td>Rowena Lovell, Director of Strategy and Governance, Hospice UK</td>
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<tr>
<td>10:35</td>
<td>Option 3 Palliative Phone Line</td>
<td>Carly Wills, Matron of Clinical Services, Arthur Rank Hospice</td>
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<td>10:50</td>
<td>Questions and Discussion</td>
<td>All</td>
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<td>11:00</td>
<td>24/7 SPOC – a Snapshot</td>
<td>Annette Alcock, Head of Health and Care System Relationships, Hospice UK</td>
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<td>11:10</td>
<td>Questions and Discussion</td>
<td>All</td>
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<td>11:25</td>
<td>Close</td>
<td>Rowena Lovell, Director of Strategy and Governance, Hospice UK</td>
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www.hospiceuk.org
111 Option 3 Palliative Phone Line

Carly Wills, Matron of Clinical Services, Arthur Rank Hospice
111 Option 3 – Palliative Hub

By Carly Wills Matron
Sharon Allen OBE CEO

Arthur Rank Hospice Charity
making every moment count
Background

• Equitable Palliative Care Hub Service for all adults

• Improved access to advice, support and care.

• Working with partner organisations across our Integrated Care System (ICS) to support people at home and prevent avoidable hospital admissions

• Transitioning to ICS and working in collaboration with our system partners
Local Geography

- Covers Cambridgeshire and Peterborough
- 2 Adult Hospices
- Population of approx. 950,000
The Model

- 5.4 WTE Clinical Nurse Specialists (Band 7) with admin support

- Service available Monday –Friday 7am –2pm, 5pm to midnight and 24 hours at the weekend and bank holidays with robust handover and information sharing systems in place

- Phone line is routed through 111 (HUC)
Numbers of calls received:

1,014 patient cases contacted the Hub

This totalled 1,692 calls in 38 weeks

Which generated a further 2,153 calls

- Palliative patients known to a specialist service: 55%
- Palliative patients not known to a specialist service: 45%
Calls from area vs population of area

- Cambridge
- South Cambridgeshire
- East Cambridgeshire
- Fenland
- Huntingdon
- Peterborough
- Out of area

![Chart showing calls received from area vs population percentage for different regions.](chart.png)
Who calls the hub?

- Ambulance service (EEAST): 132
- Carer/Relative: 1,050
- Community Nurse/Nurse: 137
- Doctor/GP: 42
- Nursing home/Residential home: 94
- Out of hours service (111): 9
- Self: 114
- Other: 114
Patient diagnoses

- Cancer: 44.5%
- Non-cancer: 31.5%
- Both: 23%
- Unknown: 1%

Non-malignant diagnoses (including patients with both cancer & non-cancer diagnoses):

- Dementia: 17%
- Heart/circulatory Disease: 17%
- Chronic Respiratory disease: 15%
- End stage renal failure: 8%
- Stroke: 8%
- Parkinson’s Disease: 3%
- Degenerative Nervous System Disease: 3%
- Cirrhosis of the Liver: 2%
- MND: 2%
- MS: 2%
- Unknown/Other non-cancer diagnosis: 23%
What did we help callers with?

From 1,692 calls:
- Symptom control 26%
- Deterioration 19%
- Verification of expected death 16%
- Medication advice 16%
- Medication requested 2%
- Emotional support 12%
- Carer crisis 5%
- Social circumstance 3%
- Palliative Care 2%

Symptom management:
- Pain 97%
- Agitation 41%
- Shortness of breath 36%
- Nausea 16%
- Vomiting 15%
Avoidable Hospital admissions prevented

148
Challenges

• Recruitment
• Covid message
• Message for option 3
• Patients that live on the border
• Providing a service in an area that is unknown
• Inequity of services throughout the county
Next steps....

- 24/7 in April
- HUC technology
- Independent prescribing
- Improving data collection
- Audit of prevented hospital admissions
- Review of service
- Explore verification of expected death
Any questions?

Thank you!
Questions and Discussion
24/7 SPOC – a Snapshot

Annette Alcock
Head of Health and Care System Relationships
Hospice UK
Why? – the NHSE PEOlC Framework

structure

- PEOlC National Programme Board
- 7 PEOlC Regional Strategic Clinical Networks
- Ambitions Partnership

workstreams

- Improving Access
- Improving Quality
- Improving Sustainability
- Clinical Excellence
- Data & Intelligence
- Commissioning & Contracting

Hospice UK Principles of Sustainability
What? – a framework for commissioning and the grant funding

NHSE Commissioning Framework
• Specialist Services – knowledge, clinical decision-making, advice
• Specialist Activities – 24/7 specialist advice and care (consultant, nursing)

NHSE Hospice Grant Funding
• Hospice Grant Funding to increase capacity during Covid
• 247 SPOC Grant to improve access to, and coordination of, 24/7 advice and services to aide restoration and recovery and enable future preparedness
Where? – following the funding
## a picture of provision

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<th>Region</th>
<th>24/7 Advice</th>
<th>SPOC / SPA</th>
<th>Community</th>
<th>Collaboration</th>
<th>Digital</th>
<th>Night Workforce</th>
<th>Geography</th>
<th>Funding</th>
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what’s in a name

single point of...

contact

access

coordination

who is it for

how do they know about it
what’s behind the number

Hospices
Collaborations: advice, SPA, digital, geography

to collaborate to coordinate

PEoLC Networks: community, digital, workforce

VCSE Representation: funding

to integrate to influence

Primary Care: ACP, register

Place: community, commissioner, board

ICS / Region: access, shared care/patient record

www.hospiceuk.org
Questions re Collaboration
Next Session:

Date: Wednesday 30 March 2022

Time: 10:30 – 12:00
Before you go…

Let us know your feedback via this survey:

https://www.surveymonkey.co.uk/r/Innovation23Feb