



Northumbria Healthcare
NHS Foundation Trust

Palliative Care Northumbria

Dr Eleanor Grogan, consultant palliative medicine and head
of service

@NorthumbriaNHS

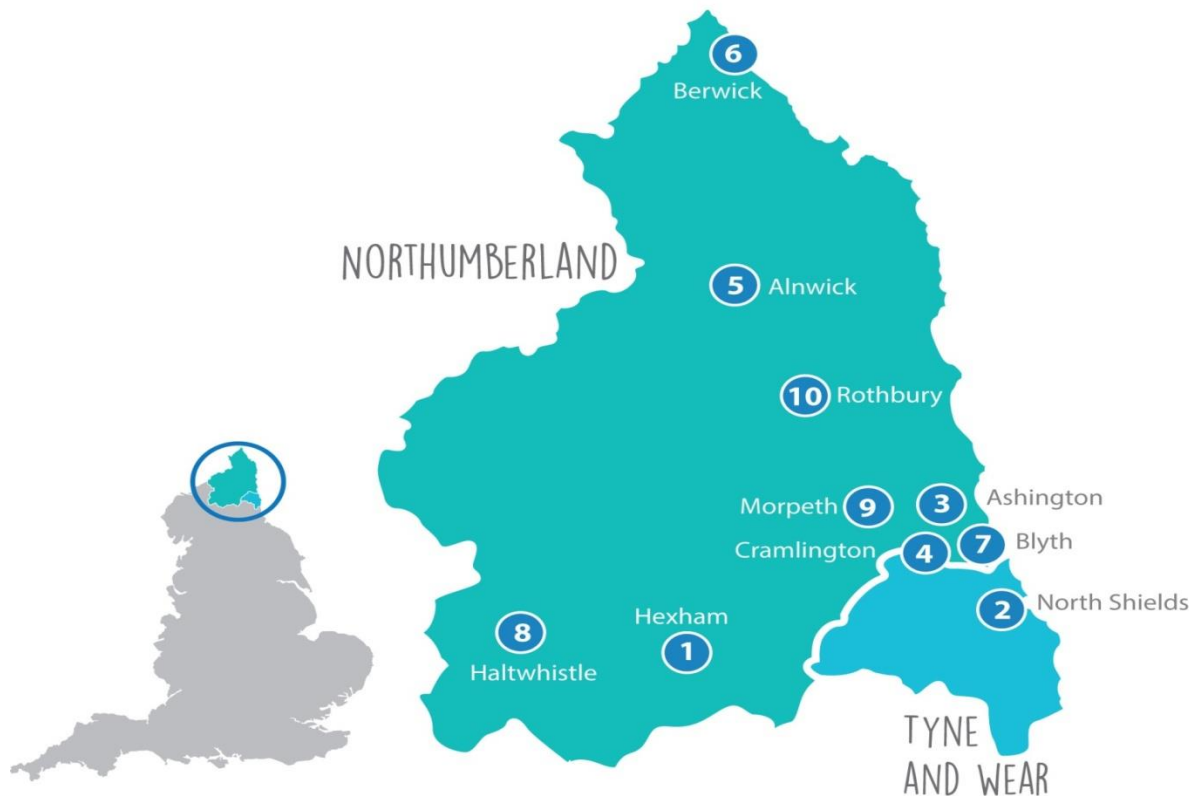
@drelliegrogan

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Northumbria Healthcare NHS Foundation Trust

- Delivers hospital and community health services in Northumberland and North Tyneside and adult social care services in Northumberland in partnership with Northumberland County Council.
- We cover one of the largest geographical areas of any provider in the UK – over 2,500 square miles.
- We serve a population of more than 500,000 people across Northumberland and North Tyneside.



- 1** HEXHAM GENERAL HOSPITAL
Corbidge Road, Hexham, NE46 1QJ
- 2** NORTH TYNESIDE GENERAL HOSPITAL
Rake Lane, North Shields, NE29 8NH
- 3** WANSBECK GENERAL HOSPITAL
Woodhorn Lane, Ashington, NE63 9JJ
- 4** THE NORTHUMBRIA
Northumbria Way, Cramlington, NE23 6NZ
- 5** ALNWICK INFIRMARY
South Road, Alnwick, NE66 2NS
- 6** BERWICK INFIRMARY
Infirmary Square, Berwick-upon-Tweed, TD15 1LT
- 7** BLYTH COMMUNITY HOSPITAL
Thoroton Street, Blyth, NE24 1DX
- 8** HALTWHISTLE WAR MEMORIAL HOSPITAL
Westgate, Haltwhistle, NE49 9AJ
- 9** MORPETH NHS CENTRE
The Mount, Morpeth, NE61 1JY
- 10** ROTHBURY COMMUNITY HOSPITAL
Whitton Bank Road, Rothbury, NE65 7RW

Palliative Care Northumbria

- Service transformation:
 - integrated multiple separate services
 - created single comprehensive Palliative Care service working alongside community health services and social care within one organisation
- Supported and strengthened by ambitious, innovative partnership working with Macmillan Cancer Support, Clinical Commissioning Groups (CCGs) and Marie Curie to create a unique MarieCurie @ Northumbria partnership
- See patients in their own homes, in emergency, district general and community hospitals, care homes, day hospice and NHS specialist palliative care inpatient units.



Palliative Care Northumbria

North Northumberland
Community team - Alnwick base

Bereavement, befriending & information services
Trust wide

Central/SE Northumberland
Community - Ashington base
Hospital liaison / PCU - WGH
Macmillan care support team

Marie Curie Hospice Newcastle
Providing consultant services to hospice

N Tyneside
Community including Rapid response/ day hospice / NH team - Wallsend base
Hospital liaison / PCU - NTGH
Macmillan care support team

NSECH
Hospital liaison team - NSECH base

W Northumberland
Community / hospital liaison team - Hexham base

Palliative Care Northumbria improves patient care and experience by:

- Supporting patients to stay at home, thereby avoiding preventable hospital admissions
- Seeing patients promptly when in hospital and quickly facilitating their preferred place of care
- Ability to admit patients directly to an NHS inpatient specialist palliative care unit, often the same day the referral is made.



Palliative Care Northumbria: Leadership

- The vision for our specialist services is clinically-led
- Palliative Care Northumbria management structure:
 - Clinical head of service (three-year rotation)
 - Senior manager
 - Operational manager
 - MarieCurie @ Northumbria modern matron for palliative and end of life care
- Provides both continuity and an injection of fresh ideas when a new head of service is appointed



Palliative Care Northumbria: Innovations

- Innovative NHS inpatient Palliative Care Units in North Tyneside and Northumberland since 2009 and 2012 respectively
- Unique MarieCurie @ Northumbria partnership created by working with Marie Curie and CCGs enabled:
 - First modern matron post in palliative and end of life care
 - Expansion of the hospital palliative care liaison team with a range of nursing skills and grades
 - Development of a new seven- day Rapid Response community palliative care service to support patients in urgent need and help them to remain in their preferred place of care



Palliative Care Northumbria: Innovations

- MarieCurie @ Northumbria partnership helped expansion and merger of existing hospital palliative care team leading to development of palliative care service at flagship Northumbria Specialist Emergency Care Hospital, as well as ongoing support at our general hospitals
- Care Home Team, in partnership with North Tyneside CCG, was set up to improve the quality of care delivered to patients living in the care home sector and avoid unnecessary hospital admissions.



Palliative Care Northumbria: Innovations

- Longstanding relationship with Macmillan Cancer Support
- Some posts have been adopted by Macmillan enabling access to Macmillan's educational resources and training
- Befriending, bereavement and information services working across all areas
- Recent developments include:
 - New social work posts to provide specialist social workers for palliative care patients
 - Adoption and re-naming of our home carer service to Macmillan Care Support Team

Successful service transformation

- Supporting patients' choice about their preferred place of death:
 - Increased proportion of deaths in usual place of residence from 39.1% in 2008/9 to 53.9% in 2015 North Tyneside; and 39.3 to 47.6% in Northumberland
 - Increased proportion of deaths in palliative care settings
 - Reduced proportion of deaths in hospitals
- Change in hospital palliative care team activity since merging service:
 - Number of patients seen has increased by 100%
 - Supporting more patients with a wider range of diagnoses

Successful service transformation

- In 2016-17 our care home team helped support almost 81% of patients to remain in their nursing home until death
- Rapid Response community palliative care team had 1337 referrals January – June 2017 with only 3% of those patients being admitted to hospital or hospice.



Patient Experience

High scoring patient experience feedback for both Palliative Care Units.

Recent comments from patients and relatives:

“We have only been in for a few days but in that time they have shown us compassion, care and love. They bring ice lollies around and they make sure Dad’s mouth is kept clean.”

“There is a lovely caring atmosphere. You can sense it. There are families in all day visiting their poorly loved ones and it’s nice to see.”

“It’s a fantastic ward. The staff here put their heart and soul into patient care.”

“The care here is the best. They are all fantastic and empathetic. I have watched them with some of the other patients on the ward and they take their time with them, making sure they have all they need before leaving their bedside. I am very grateful for the care I have received here.”

Key learning points from our service development

- Be brave enough to challenge the norms within your service
- Ask how things could be improved. Ask this from the perspective of a patient or family member
- Ask what would improve the experience of a patient who uses your service
- Have a model of clinical leadership
 - empower staff who are working directly with patients by involving them in decisions
 - support this with a team of managerial staff who can help realise the clinical vision
- Talk to the natural partners and allies of your service, such as Marie Curie and Macmillan - ideas can be better achieved by working together.



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Thank you

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