



Mersey and West Lancashire  
Teaching Hospitals  
NHS Trust



Lancashire  
Hospitals  
NHS Trust

# ‘Specialist Palliative Care at the front door’

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# Our Team

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# In Collaboration with .....

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**Mersey and West Lancashire  
Teaching Hospitals**  
NHS Trust

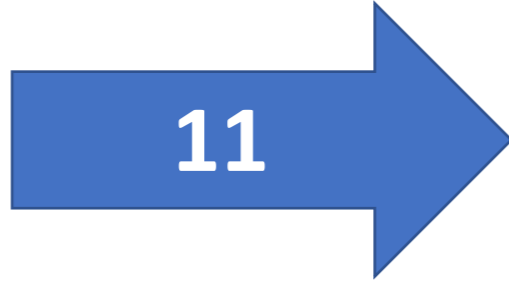
  
**St Helens**  
Clinical Commissioning Group 

Clinical Co

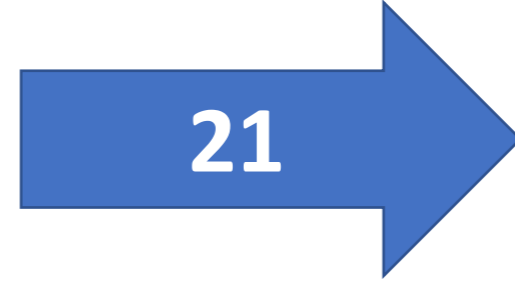
  
**Knowsley**  
Clinical Commissioning Group

# Snapshot Figures

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PRE



PILOT

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# Paul's Story

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“Excellence is not one visit to the hospital it is every visit, which Paul received every time, with respect, and dignity, giving a dying man a quality to his life”

*Words from Paul's loving partner Gill*

*CARE*

*COMMUNICATION*

*PATHWAYS*

**WINN**



# Data

12 mths



**610 patients  
referred to the  
service**

**350% increase  
in referrals since  
service started**

**100% of  
patients seen on  
same day**

**33% of patients  
achieved PPD**

**21% of patients  
resulted in ERD**

**32% of patients  
direct to Bevan  
Court**





# Staff Survey

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78% all staff aware and use the service


50% increase from start of service

Over 70% said its helped ' a great deal'

**Words used-** Educational, Responsive,  
Positive, Proactive, Essential, Informative,  
Dynamic, Great, Successful

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‘Your service provides **gold standard** care for palliative patients in ED, they are reviewed and if you can get them home then this is **facilitated** the nursing staff in ED would never have the time to complete this task without your **expert knowledge**. Any patients who require or wish to remain as inpatients you ensure they are **prioritised** correctly for a bed and that all referrals and drug requirements are completed. The staff in ED have been **trained** to know who and when to refer and they have the **confidence** to talk to patients and families knowing that you will be on the department to **reinforce** this information. Confidence amongst staff has **increased** in the care of palliative patients which never have occurred without this **bespoke role**. You are an **amazing team** who should absolutely remain as a **integral** part of the ED MDT’.



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‘From a clinical perspective this service **encompasses** everything that is needed to deliver a **gold standard service** to our patients . It is **effective** and ensures a **bespoke quality care** for our patient , it **encourages** and **empowers** the team to deliver **care** and **compassion efficiently** , **proactively** and **seamlessly**. The ED team are being **educated** and skills are becoming **embedded** and then **knowledge** is being **shared**. The Palliative care team is exactly the right fit for the ED and with their **continued** presence the **confidence** from within the ED team to **manage** a complex patient is becoming more evident

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# We Have 'ONE CHANCE TO GET IT RIGHT' Patient Quotes

'As a family we felt well supported and involved in the care of our loved one'

'Excellent service, seen by the specialist nurse within half an hour'

'We would have been lost without you'

'Thank you, we were taken out of a busy emergency department and moved to a side room to allow us to have dignity and privacy for my wife who was dying'

'My father never wanted to come to hospital, you made it possible to grant his wishes and die at home'

'You are all angels'

# The Future



- Secured x 2 Band 7 Posts St Helens ICB
- Business case to Executives
- Bespoke Education

# Aspirations



- Cross Boundary Working
- 8-8 7 days/ week
- SPCT Rotation

# Proud Moments

