Palliative and End of Life Care
North East Essex - a 24 hour service
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Palliative and End of Life Care

NEE

- Marie Curie ‘Delivering Choice’ Programme- November 2011
- Joint working group- Senior nurses from Anglian Community Enterprise, Colchester Hospitals University Foundation Trust, St Helena Hospice
  - Researched other models e.g. Greenwich
  - Aim to improve coordination, communication and quality of care provided
    - Patient and family at the centre of all our discussions
  - Jointly funded by North East Essex CCG and St Helena Hospice
    - Marketing and Comms
    - SinglePoint launched 23rd September 2013
SinglePoint

Professional Call Centre:
• Single phone number, single point of referral, central electronic end of life care register (My Care Choices)
• A **clinical** service with admin support
• Hospice at Home care for patients < 3 months prognosis (previously < 2-4 weeks)
• Triages referrals and calls
• Provides Registered Nurse for support and advice 24/7
My Care Choices Register

- Hosted and supported by the SinglePoint
- Patients identified to be within the last year of life, in line with GSF guidance
- Populated predominantly by GP’s with patients explicit permission
- Holds information about care choices such as PPC/ACP for example
- November 2013 - 475 patients
- August 2014 - 1342 patients
SinglePoint

Call Centre

• Calls recorded and monitored
• Over 13,000 calls in first 6 months
• 1,900 calls- October
• 2,500 calls March
• 28 ‘abandoned’
SinglePoint

- Rapid Response; for patients with < 3 months prognosis (visit within 2 hours)
- 06.00hrs – 00.00hrs, 7 days/ week
- October 2014, extended to 24 hours
- November 2013- 5 patients
- August 2014- 65 patients (63 within 2 hour response time)
SinglePoint

- Rapid Response; for patients with < 3 months prognosis (visit within 2 hours)
- Addressing symptom issues
- Verification of expected death
- Help to explore care options when needs are changing rapidly

St Helena Hospice
your time...your hospice
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