

# 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



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# 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



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# My Care Choices Register



your Hospice  
your community services **24/7**

**01206 890360**



**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



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**My Care Choices**  
Register

## Call Centre

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



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**My Care Choices**  
Register

- 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)



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**My Care Choices**  
Register

- 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



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