

## **Specialist Palliative Care Service Redesign**

This brief paper provides an update in response to the issues raised at the Joint Health Scrutiny Committee on the 13<sup>th</sup> December 2011 relating to Specialist Palliative Care Service Redesign at NUH.

The previous paper to JHSC outlined the following next steps:

- The revised eligibility criteria and service model to be formally launched on the 1 February 2011 to coincide with the reopening of Hayward House following extensive redevelopment;
- A Task and Finish Group to be established to develop a communications plan and promote the positive outcomes of the review which will see specialist palliative care services formally commissioned to support people of all diagnoses, and to promote palliative care service provision;
- Regular monitoring of referral rates and activity will be undertaken;
- The Hayward House Advisory Group will reconvene 3 months post implementation to review the impact of the changes, co-ordinate patient feedback, and determine any necessary action as appropriate.

The reopening of Hayward House was delayed until late April 2012 but all of the clinical services have now returned and are functioning at full capacity.

The revised eligibility criteria and service model are in use and the changes proposed are underway but in line with the letter to the patients (appendix 1) the changes are evolutionary. We have not yet widely promoted the revised eligibility criteria to referrers in order for the change to be managed carefully and any potential increase in referrals to take place when the efficiencies have been implemented to minimise the impact on services.

Tuesday has been identified as the most appropriate day to run the outpatients service with specialist palliative day care occurring on the other 4 working days. At the moment we still have outpatient clinics on a Tuesday and Thursday but we are not accepting any new specialist palliative day care patients for the Tuesday session. At some point in the next 3-6 months the number of specialist palliative day care patients attending on a Tuesday will reduce to a level where it is deemed clinically appropriate to move the Thursday outpatient clinic to a Tuesday and at that point all outpatients will be concentrated on one day.

No patient will have to change their specialist palliative day care day of attendance unless that is their wish but ultimately specialist palliative day care will cease on a Tuesday at some time in the future. I am pleased to report that the number of referrals to the service has been maintained and at this early stage there are no discernible changes to historical referral patterns, as would be expected as the new service eligibility criteria have yet to be fully launched. This will continue to be closely monitored.

NUH is planning to formally recognise the refurbishment of Hayward House on the 3<sup>rd</sup> July 2012 and at this event we plan to launch the new eligibility criteria, promote the services and positive developments achieved as a result of this process

In conjunction with NHS Nottingham City CCG, we will hold a further meeting of the Hayward House Advisory group. We had originally intended to do this 3 months post-implementation of the changes but are now planning to hold the meeting in September, rather than August, in order to maximise attendance.



Dr V Crosby  
Head of Service and consultant in Palliative Medicine  
Hayward House

## Appendix 1 - Letter for Hayward House Patients

### Your Services at Hayward House are Safe

As promised at the recent meetings, we are writing to remind you of the key messages we gave to all current patients at Hayward House:

- We intend to make the services available to more people, including those who don't have cancer. This will involve some reorganisation, but will **not** affect current patients.
- Changes will be small and happen slowly over a period of time, affecting future patients only;
- So that an increased number of people can benefit from Hayward House, we propose having one day in the week specifically for outpatients. Therefore, there will be no day care session on that day;
- Further discussion will take place with patients on which day this should be, but the busiest outpatient day is Thursday so this would make the most sense;
- However, **this will apply to new patients only**. Current day care patients can continue to have day care on the day/s that suits them best - **no-one will be forced to change their days**;
- There will be no reduction in the number of day care places available, and staff will be able to concentrate more fully on day care patients if they are not occupied by outpatients at the same time;
- Your treatment and care will continue to be decided and organised between you and your doctor based on your individual needs, and will **not** be changed as a result of this reorganisation.


If you would like to attend meetings to discuss how the service can be made available to more people, please contact Aimee Baugh on 0115 8839278.

We would like to thank you for your support and appreciation of Hayward House services, and apologise for any worries which may have been caused by previous letters. If you have any queries or would like to discuss this with someone please contact Diane Kirby, Deputy Sister for Day Care by phoning 0115 9691169 ext 56502, or ask when you are next in day care.

Yours sincerely



Yours sincerely



Dr V Crosby  
Consultant in Palliative Medicine  
Hayward House

Shirley Smith  
Commissioner