



Great Ormond Street Hospital receives 252,389 outpatient visits and 43,778 inpatient visits every year (figures from 2016/17).

About the project

- Ensure patients are being offered palliative care support at End Of Life (EOL)
- Capture more information about parent experience of EOL Care across the trust to identify ways to improve family experience
- Develop staff knowledge, confidence and competence in delivery of EOLC

Aimed to achieve

- No missed opportunities in out-patients
- All ward inpatients who had an expected death would be referred to palliative care
- Develop work on the ICU's to increase referrals and/or ensure more access to palliative care support
- Develop the palliative care philosophy that everyone should have a role in providing good eolc, so all staff should have opportunities to develop knowledge and confidence

What was done?

- Audit of outpatient deaths to look for missed opportunities
- Repeat audit of location of expected deaths in the hospital, location of death and palliative care involvement

Actions

- Developed a teaching program with a range of different types of teaching. A key element has been the role of 'parallel planning'
- Have produced a leaflet so people aware of what teaching is on offer throughout the year
- Increased attendance at ward rounds for other specialties

Outcomes

- There are few missed opportunities in outpatients (1%)
- Increased referrals to palliative care by 27%
- Expected deaths referred from Paediatric Intensive Care Unit increased from 42% to 71% and in Neonatal Intensive Care Unit from 11% to 29%.
- Critical Intensive Care Unit saw a decrease in referrals to palliative care
- Good staff attendance at teaching with positive feedback and increased requests for teaching

Key Message

Working alongside other teams, with an increased ward presence, has been key to palliative care being more acceptable as part of routine care. This has also helped us develop formal and informal teaching, in direct response to clinical situations.

For full case study, visit www.hospiceuk.org/Both