Education Network resources

October 2019
GMC

Today GMC published research on communications failures leading to patient harm – link below. I wonder if you could disseminate this information to Ambitions partners.


The research consists of two reports: a qualitative survey and a literature review.

Key findings:

From the qualitative review the most frequently reported communications related complaints included:

- Primary care: patients feeling rushed through a consultation or where a GP has been rude or dismissive.
- Secondary care: surgical consent and holding difficult conversations around prognosis and end of life care.

From the literature review the four most frequently reported communication failures were:

- a failure to provide a patient with appropriate and timely information
- a failure to keep colleagues informed/ share appropriate level of information
- a failure to listen to a patient
- a failure to work in partnership or collaboratively with a patient/ family or carers.

The contributory factors most linked to the four most frequently reported communication failures included:

- patient factors
- staff workload
- communication systems
- team factors

ELFH link:
https://www.e-ifh.org.uk/

RCN Webinars/publications

The webinars cover such subjects as Planning and Preparation for the End of Life, Sexual Intimacy, Decision Making at the End of Life and Decision making in Care Homes: Insights from the NMC (England). The resources can be used concurrently or individually as continuous practice development or to assist care home managers understanding about the roles and
potential of registered nurses. The webinars are open access and may be used to support our offer for recruiting care home staff. They can be accessed using the link below or through search engines using the term “RCN Complex Conversations” https://www.rcn.org.uk/clinical-topics/older-people/professional-resources/complex-conversations-and-decisions

https://www.rcn.org.uk/clinical-topics/older-people/professional-resources/complex-conversations-and-decisions

https://www.rcn.org.uk/professional-development/publications/007-743

NMCF

In order to widen its reach, and to ensure consistent access to its work, the National Mental Capacity Forum (NMCF), led by Baroness Finlay, has migrated its content from a members-only website to the main pages of the website of the Social Care Institute for Excellence (SCIE). The NMCF is a joint Ministry of Justice and Department of Health and Social Care initiative. Its purpose is to identify complementary actions, which member organisations can pursue, especially at a local level, to improve implementation of the MCA.

All of the NMCF’s reports, blogs, action day events – indeed all of the work that it does to promote the implementation and values of the Mental Capacity Act – can now be accessed here:

https://www.scie.org.uk/mca/directory/forum?utm_campaign=11034294_NMCF%20migration%20Nov19&utm_medium=email&utm_source=SOCIAL%20CARE%20INSTITUTE%20FOR%20EXCELLENCE%20&utm_sfid=0030f00002rwkkpAAA&utm_role=Consultant%20Freelance &dm_i=4O5,6KI46,RJMFSA,Q4JDO,1

West Midlands Palliative Care Symptom Control Guidelines

Newly updated West Midlands Palliative Care Symptom Control Guidelines. It is a long term collaboration between specialists in palliative medicine from all across the West Midlands and recently migrated to a beautiful easy to use online platform with low cost eBook and paper versions available too. Designed to be accessed by the whole multi-disciplinary team (not just specialist palliative care) who look after patients with palliative care needs with core info such as opioid conversion charts and prescribing in cardiac, liver and renal failure included.

Address:
http://www.wmcares.org.uk/wmpcp/guide/

RESOLVE

There is a really helpful animation available on the HYMS RESOLVE web page explaining Palliative Phase of Illness. This has been produced by the Wolfson Palliative Care Research Centre; Hull and York Medical School.

The link is https://www.hyms.ac.uk/research/research-centres-and-groups/wolfson/resolve/training-resources

Hospice UK useful links

ECLiHP

https://www.hospiceuk.org/what-we-offer/clinical-and-care-support clinical-leadership/eclihp

; a list of the regional leads is available to download.

SHaWL

https://www.hospiceuk.org/what-we-offer/workforce-and-hr-support/shawl
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Wellbeing resources
The Nursing Times: Protecting the wellbeing of nurses providing end-of-life care

I -resilience tool
www.robertscooper.com/resilience

HSE Stress Talking Toolkit

Skills for Care

Hospice UK: Resilience in the workplace

T-Levels:
https://tlevels.gov.uk

Palliative Care and Heart Failure conference (rescheduled to June 2021)
https://www.birminghamhospice.org.uk/heartfailure