

## Patient and Public Engagement Record 2018-19

<b>Area of work:</b>	<b>Date of work:</b>
End of Life and Palliative Care	Bi-monthly meetings
<b>Brief description of area of work:</b>	
<p>The South Tyneside Palliative Care Leaders Group has two public representatives (one a former nurse) attending the group, commenting on and helping to oversee the delivery of the key areas of development agreed and being implemented through four workstreams:</p> <ol style="list-style-type: none"> <li>1) Identifying the Palliative Care Patient</li> <li>2) My Palliative Care</li> <li>3) Last Days of Life</li> <li>4) Education and Training</li> </ol> <p>There is also a sub-group of the CCG Patient Reference Group working with the End of Life Care facilitator, meeting regularly to discuss the workstreams.</p>	
<b>Engagement target audience and numbers involved:</b>	
<p>Clinicians and project managers have proactively engaged with the Patient Reference Group on End of Life Care, sharing and explaining the work stream objectives and the 'Plan on a Page'. Six members expressed an interest in being involved in the work and a sub-group has been formed.</p>	
<b>What was discussed and what was the feedback from the target audience (please attach reports, surveys etc):</b>	
<p>A wide range of End of Life Care topics are discussed in the workstreams specific to improvements in the system for staff and patient experience including GP engagement in Time In Time Out events, the importance of people being on the Primary Care Palliative Care Register to access the right services at the right time and Advance Care Planning, ensuring wishes are expressed and accessible to appropriate parties in terms of care when in the end of life stage.</p> <p>The sub-group is specifically looking at how people can be registered in the system and picked-up sooner, eg COPD patients, diabetes etc. The group is involved in what patients' perception is on palliative care and is looking at educating people on end of life and palliative care. They are also looking at the Leeds leaflet – what information is shared, what are the advantages of talking about it – and how this model can be used in South Tyneside.</p> <p>Palliative care registers used to be very up to date; the sub-group is looking at how to get these up and running again, which will help to stop hospital admissions unnecessarily and keeping people safe at home.</p>	
<b>How was the information and feedback used (eg model development, policy development, feedback on experience to change practice etc):</b>	
<p>The feedback from the patient representatives and the sub-group is crucial in terms of ongoing sense checking proposals and strategy developments in the meeting.</p>	
<b>How was feedback given to the target audience:</b>	
<p>Via the minutes, action logs, on-going discussions at the bi-monthly Leaders Group and work stream meetings.</p>	