



The 11th Palliative Care Congress Glasgow 2016

Session Abstract

Building on the Best - sharing ideas to support improvements in the primary-secondary care interface for End of Life Care

Symposium Sponsored by Macmillan Cancer Support

Thursday 10 March 2016

1445 - 1545

Several reports have highlighted that hospital and community services do not work well together¹ and poor communication between these services often leads to incidents on discharge from hospital². In turn this can lead to poor patient experience related to unwanted re-admissions and the feeling of a lack of choice.

This session is about sharing ideas on how to improve the primary-secondary care interface in end of life care within the UK, not only between professionals but also between professionals, patients and their families. We're particularly interested in finding out what you would do to improve continuity of care and ensure better communication between hospital and community services. This is in line with the NHS England mandate for 2016-17: where people will feel empowered to shape and manage their own healthcare, because their choice is significantly improved and the needs of each individual are met³.

During the session you will also learn about an exciting new partnership programme between Macmillan, National Council for Palliative Care (NCPC) and other partners called *Building on the Best*. This hospital programme will develop priorities to improve the primary-secondary end of life care interface, develop and test solutions and evaluate outcomes. The current priorities of the programme include:

- Shared decision making e.g. developing parity between individuals and professionals and making information available to empower decision making
- Opportunities for advance/anticipatory care planning in outpatient departments
- Handovers – particularly between primary and secondary care
- Improving the quality of pain and symptom management.

To find out more, please join this symposium which includes speakers from Macmillan, NCPC and the Scottish Partnership for Palliative Care (SPPC). If you are involved in any local initiatives that fit with this agenda it would be great to hear from you at this session or by visiting the Macmillan exhibition stand.

1. NHS England. Patient Safety Alert Risks arising from breakdown and failure to act on communication during handover at the time of discharge from secondary care NHS/PSA/W/2014/014. 2014. Gateway Reference 02167.
2. Office for National Statistics. Publications. Statistical bulletin: National Survey of Bereaved People (VOICES), 2014. [Online] 07 09, 2015. [Cited: 09 05, 2015.] <http://www.ons.gov.uk/ons/rel/subnational-health1/national-survey-of-bereaved-people-voices-2014/stb-voices-2014.html>.
3. The Government's Mandate to NHS England for 2016-17: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/486674/nhse-mandate16-17.pdf, 2015. [Online] 11 12, 2014. [Cited 22 12, 2015.]