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Friday, 03 January 2020:

Dear Stakeholder,

As you may be aware, Central London in collaboration with West London, Hammersmith & Fulham and Brent are undergoing a review of palliative care services across the four boroughs with the aim of improving access and quality of care. An independent review led by Penny Hansford was initiated by the temporary suspension of the inpatient unit at Pembridge palliative care centre due to insufficient medical cover; this review highlighted a number of challenges currently facing the local services. If you would like to find out more information on the work undertaken so far you can find out more at <https://www.centrallondonccg.nhs.uk>

We would now like to inform you of the outcome of a series of public workshops that were held in Autumn 2019 to hear the views of patients, the public, health and care professionals and local politicians. These workshops were well attended with an average of 30 attendees per workshop and we are very grateful to all those who gave up their time to help us to improve palliative care services in these boroughs.

The workshops focussed on three themes; 'Access to services', 'Care' & 'Aftercare & transfer of care'. It was really useful to talk to workshop attendees and hear their experience and feedback of palliative care services across the boroughs. We have produced a workshop summary report which can be accessed here.

In summary, across the three workshops we found:

1. Care works well once a service or pathway has been accessed with inpatient hospice services offering peace of mind for family, friends and carers.
2. Care is not standardised across different areas in the four boroughs
3. There is inequitable access to information and support to access and navigate available services
4. Care planning should be transparent with family, friends and carers and start at an earlier stage.

**Chair:** Dr Neville Pursell  
**Chief Officer:** Mark Easton  
**Managing Director:** Jules Martin

NWL is a collaboration between the NHS Central London, NHS West London, NHS Hammersmith & Fulham, NHS Hounslow, NHS Ealing, NHS Brent, NHS Harrow and NHS Hillingdon Clinical Commissioning Groups

5. More could be done to ensure that minority groups are aware of palliative care services and ensuring that these services are personalised for a diverse range of communities
6. Travel times to hospice services has a significant impact on carers and families and should be a focus for any future model of care.
7. More could be done to improve integration and coordination between services.
8. Bereavement services need to be planned earlier in the patient journey and be promoted better for friends, family and carers.

The information we have gathered will be used to inform our future design of palliative care services across Westminster, Hammersmith and Fulham, Chelsea and Kensington and Brent. We will be sharing our initial solutions for how we could improve palliative care services with the public so we can hear your feedback on these plans so far.

If the new model includes a significant change there will then be a public consultation so we can hear your feedback on the service. We will of course keep you posted on any updates arising from the programme.

If you have any further questions or comments, please contact us at [nwlccgs.triborough.palliativecare@nhs.net](mailto:nwlccgs.triborough.palliativecare@nhs.net)

Yours Sincerely,

Jules Martin



Managing Director, NHS Central London CCG.