

London Borough of Hammersmith & Fulham

Report to: Health, Inclusion and Social Care Policy & Accountability Committee

Date: 27/01/20

Subject: Specialist Palliative Care

Report of: Hammersmith & Fulham Clinical Commissioning Group

Responsible Director: External Report from Janet Cree, Managing Director, Hammersmith & Fulham Clinical Commissioning Group

Summary

This report provides an update on the position with Parsons Green Walk-in Centre.

Recommendations

That that the Committee considers, comment on and note the report.

Wards Affected: All

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Background Papers Used in Preparing This Report

None.

1. Introduction

1.1 This report provides an update to the Committee on the work that is being undertaken across four of the eight NW London CCGs on specialist palliative care.

2. Background

2.1 The CCG presented a paper to the Committee in September 2019 setting out an update on the work that was being done to consider the Strategic Review of Palliative Care that was undertaken by an independent reviewer. The review provided a comprehensive assessment of the current local service provision, a review of best practice and made a number of recommendations for commissioners

to consider for the future model of service. The review identified a number of challenges across the services in the areas of:

- inequity of specialist palliative care services in the three boroughs
- inequity of access to the services, with only 48% of people who have an expected death having any contact with community palliative care services;
- 70% of patients would prefer to die in their own home but are unable to; and
- inequity of funding arrangements for the services from the CCGs.

The full report can be found here <https://www.centrallondonccg.nhs.uk/news-publications/news/2019/06/strategic-review-of-palliative-care-services.aspx>

3. Update

3.1 As referenced in the September report, the CCGs were establishing workshops for local residents and other stakeholders. Between September 30th and October 24th 2019 the CCGs, ran a series of public engagement workshops. The role of these engagement events was to involve patients, local people and health and care professionals in helping us to develop plans to address present challenges facing palliative care services across Westminster, Kensington and Chelsea, Hammersmith and Fulham and Brent. The workshops were attended by local residents, patients, health and care professionals and local councillors. The events were well attended and it proved useful to talk to local people about their experience and to hear feedback on palliative care services across the boroughs.

3.2 In summary, across the three workshops it was noted that:

- Care works well once a service or pathway has been accessed with inpatient hospice services offering peace of mind for family, friends and carers.
- Care is not standardised across different areas in the four boroughs
- There is inequitable access to information and support to access and navigate available services
- Care planning should be transparent with family, friends and carers and start at an earlier stage
- 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
- Travel times to hospice services have a significant impact on carers and families. This should be a key consideration for any future model of care.
- More could be done to improve integration and coordination between services.
- Bereavement services need to be planned earlier in the patient journey and be promoted better for friends, family and carers

3.3 The information gathered is being used to inform the future design of palliative care services across Westminster, Hammersmith and Fulham, Kensington & Chelsea and Brent. The CCGs are now working on a future plan for palliative care services. With this in mind a letter has recently been sent to Chairs of Overview and Scrutiny Committees setting out plans for further engagement. This is attached as appendix (Item 7.5 NHS NWL Stakeholder letter Palliative Care 17 January 2020).

3.4 The September report also referred to the establishment of a Patient Reference Group to help the CCGs formulate their ideas. The Group has met on two occasions and will be meeting again on 23 January. Made up of a wide range of local people with a range of experiences, the Group will be a valuable part of the process of determining how services are commissioned in the future.

3.5 Understandably, there has been a lot of local interest in the future of the Pembridge Unit since the temporary suspension of inpatient services. The CCG fully acknowledges the importance of the beds at the Pembridge unit to local residents. It is important to remember that the beds were suspended because it was not possible to recruit to the consultant post. Therefore, it was a responsible decision by the commissioners and the provider to suspend the service in order not to put patients at risk. Comment has been made that the workshops held in September and October did not provide any opportunity to discuss the situation with the Pembridge Unit. The workshops were not set up to look at the specific issue of a single element of the palliative care provision. They were designed to seek peoples' views on the totality of a specialist palliative care service and to help commissioners determine what should be included within a future model for palliative care. Participants wishing to talk about the Pembridge unit were offered the opportunity to talk about this element of the service separately.

3.6 As indicated in Appendix A Governing Bodies will be asked to consider the next steps after the further period of engagement. Overview and Scrutiny Committees will also be given an opportunity to comment at this time too. Should it be determined that the way forward would result in significant changes to services a formal consultation would be undertaken at which point Overview and Scrutiny Committees would be asked to comment on any proposals to consult on changes.

3.7 The CCGs have set up a dedicated mailing list for anyone interested in keeping up to date with the progress of the palliative care services review. The address to register for the mailing list is nwlccgs.triborough.palliativecare@nhs.net. This is also the address to write to with any general questions about the review of specialist palliative care services.

Janet Cree
Managing Director
Hammersmith and Fulham Clinical Commissioning Group
January 2020

List of Appendices:

Item 7.5 NHS NWL Stakeholder letter Palliative Care 17 January 2020