

## The Quality Review Service

### Facilitated Workshops.

#### Case Study – End of Life Care

The Quality Review Service (QRS) offers a range of supportive programmes to help organisations improve quality. QRS is best known for its peer to peer reviews. However a number of circumstances mean that peer to peer review may not always be the best approach to quality improvement.

These workshop approaches are described as an alternative to standards based or formative peer reviews.

They all have the approach of engaging clinical and leadership teams in describing how pathways and services could be improved, encouraging clinicians to develop a coproduction approach to improvement.

#### End of Life Care: Herefordshire and Worcestershire STP.

##### Why did we do it?

The End of Life Care Network wanted to define the strategic direction to improving end of life care across the Herefordshire and Worcestershire STP.

They wanted a particular focus on advance care planning; highlighting the challenges and opportunities to improve the following aspects of end of life care: -

- Recognition of patients in the last months of life in any setting
- Training of staff to enable the ‘difficult conversations’
- Improving the process for recording advance care planning decisions
- Implementing the agreed advance care plans

##### How did we do it?

Working in groups with representatives from other areas, the teams were supported by peers from outside of the geographical area. Experts in palliative and end of life care (medical and nursing) from Shropshire, Staffordshire, Black Country and Coventry & Warwickshire joined the team to offer their input and insight into how other systems work.

We invited representatives from all providers of end of life care (NHS and voluntary sector). On the day, 36 clinicians and managers of Herefordshire and Worcestershire end of life care pathways and services joined us.

We gave clear presentations from local leaders that set the scene for the challenges that lay ahead.

We then set each table a number of focused questions to help them think through what the whole health economy would need to address. By ensuring each table had a mix of services and areas represented; the table discussion would be inclusive of many of the issues and many of the locations.

The QRS peers supported the discussion to ensure new thoughts and ideas were added to help expand the possible opportunities. Using their experience from elsewhere, peers are able to add ‘fresh eyes’ thinking.



For each of the key questions, delegates were encouraged to think about their response with the following context foremost in your mind

- Earlier identification of patients who would benefit from an end of life approach.
- Enabling the 'difficult conversations' (Including training of staff)
- Implementing the agreed advance care plans.
- Improving the process for recording advance care planning decisions

Tables were then invited to feedback their thinking and the rest of the room was encouraged to develop the discussions.

As a final outcome delegates were asked to identify:

What are the key priorities to be considered for inclusion in the STP strategy?

- What do we need to do to finalise the strategy?
- Who needs to own the actions?

### What did people say about the workshop?

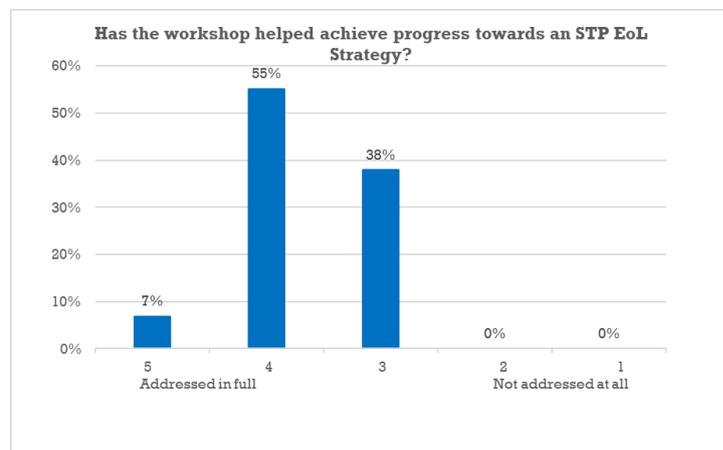
People were asked to feedback on their view of the workshop

#### Supportive Views

- The workshop was really educating and also created more awareness to the end of life pathway/ holistic care
- A positive step across the services - it was apparent that all are of one voice to improve EL care for all
- I would have thought that this workshop should have contributed greatly towards an STP EoL strategy
- Would be great to see 'our input count'
- Lots of sharing of experience, ideas and concepts
- Good start, await further progress
- Feels like some positive ideas in the room and like-minded colleagues
- Hope so, lots of useful discussion
- A good start
- Some very good and valid points and interesting to share experience - good and bad

There were only two contradictory views

- Will need feedback on first draft to ensure its comprehensive
- It feels like there is a lot of work to be done to practically use this info to form a workable strategy



These workshops are a robust way of bringing clinicians and managers together from different teams to facilitate focused improvement and change.

To talk to us about this approach for your teams contact [qrs@nhs.net](mailto:qrs@nhs.net) or 0121 612 2146.

[www.qualityreview servicewm.nhs.uk](http://www.qualityreview servicewm.nhs.uk)

