

Leeds Bereaved Carers Survey 2018 / 19 – Completed Action Plan

What	Why	How	Where	Who	When	Update
1. Further development of future Bereaved Carers Surveys.	To take account of 18/19 feedback and improve our understanding and learning of patient and family needs.	<ul style="list-style-type: none"> Continue to improve the process used; especially within community. Strive to improve the return rate across all providers. Review and make necessary improvements survey content. Consider including question for Leeds Palliative Care Ambulance Roll out plans to repeat Survey cycle 19/20. 	All	All	Dec 2019 Jan-Mar 2020	Complete – Question re Ambulance not included
2. Include a new introductory statement on all surveys highlighting how the collected information will be used.	To improve clarity and understanding for those completing the survey.	<ul style="list-style-type: none"> Draft and agree a short statement. Ensure all surveys are updated prior to print. 	All	Helen Syme	Sept 19	Complete - added
3. Share the survey evaluation themes, across the city partnerships to influence future education and training.	To improve the standard of care and core competencies	<ul style="list-style-type: none"> Highlight to Trish Stockton who is exec lead for education and training for the LPCN 	All	Diane Boyne	July 19	Complete – shared with Trish Stockton LPCN Education Lead
4. To ensure the city wide results and evaluation of the Bereaved Carers Survey is ‘publicly’ published on the LPCN & Healthwatch Leeds website.	To communicate the survey results across a wide public and professional audience.	<ul style="list-style-type: none"> To finalise the citywide report To share with LPCN exec group To share with Healthwatch Leeds To post onto websites. 	LPCN & Healthwatch	Diane Boyne	Aug 19	Complete – shared on Healthwatch and LPCN websites

<p>5. Embed the SUPPORT process across all appropriate adults ward at LTHT</p>	<p>To establish a consistent approach across all adult wards for how practical information and support is provided to a relative or friend of a dying patient.</p>	<p>Undertake a managed campaign: SUPPORT Supporting care in the last days of life leaflet, Understand needs Parking permit Personal space Open visiting, overnight accommodation, offer comfort care pack, Restrooms, Tea and coffee. https://youtu.be/IZdeQcEkEU8</p>	<p>LTHT</p>	<p>Elizabeth Rees</p>	<p>June 2019 –Mar 2020</p>	<p>Complete - Begun and ongoing within LTHT</p>
<p>6. Use the information gathered from the NACEL quality survey audit and national learning from deaths project to inform what aspects of care to survey.</p>	<p>To gather hospital specific feedback and share learning from across the country to inform survey development.</p>	<ul style="list-style-type: none"> • Undertake the National Audit of Care at the End of Life Audit. • Ensure feedback informs future service improvements. 	<p>LTHT</p>	<p>Elizabeth Rees</p>	<p>April 19 – 31st May 19</p>	<p>Complete – LTHT survey adapted</p>
<p>7. Provide consistent information to recently bereaved families.</p>	<p>To improve family experience and provide better support after death of someone close.</p>	<ul style="list-style-type: none"> • Review existing information leaflets and processes • Refresh and raise awareness of local Neighbourhood Team process 	<p>LCH</p>	<p>Sarah McDermott</p>	<p>By March 2020</p>	<p>Complete – added to LCH training</p>
<p>8. Improve the uptake and returns of the bereaved carers survey in the community</p>	<p>To increase the feedback so it better reflects a broader patient experience of care in the community</p>	<ul style="list-style-type: none"> • Work collaboratively with NHS Leeds CCG Primary Care Support Team and GP's to develop a new survey process that will include GP practices. • Update the survey content to reflect this. • Agree the process that would start when death certificate issued by GP practices. 	<p>LCH & Primary Care</p>	<p>Sarah McDermott Gill Pottinger Lisa Kundi</p>	<p>By Dec 2019</p>	<p>Complete – GP Practices handing out the survey 2019/20</p>

<p>9. Review the environment for care and support within Wheatfields.</p>	<p>To further improve the patient and family experience when receiving hospice care and support</p>	<ul style="list-style-type: none"> • Develop and implement local environment improvements Plan. 	<p>Wheatfields</p>	<p>Sue Waddington</p>	<p>2019-20</p>	<p>In progress – plan to rearrange layout in the grounds</p>
<p>10. To conduct a continuous Bereaved Carers Survey at St Gemma’s.</p>	<p>To maintain level of feedback and responsiveness.</p>	<ul style="list-style-type: none"> • Continue issuing survey throughout the year. 	<p>St. Gemma’s</p>	<p>Clare Russell</p>	<p>Ongoing</p>	<p>Complete – implemented and ongoing</p>
<p>11. Improved support to families on the wards at Wheatfields.</p>	<p>To improve level of support and responsiveness to families and visitors.</p>	<ul style="list-style-type: none"> • Increase availability of ward reception desk to 08.00-17.00 • A sign to be used if ward clerk is away from desk (e.g. back in 10 minutes) with instructions. 	<p>Wheatfields</p>	<p>Sue Waddington</p>	<p>During 2019</p>	<p>Complete – improved signage at reception desk</p>
<p>12 To improve the availability of food for families and visitors at Wheatfields.</p>	<p>Improve level of support and responsiveness to families and visitors</p>	<ul style="list-style-type: none"> • Start afternoon tea rounds for visitors. • Consider how else food can be made available in the hospice. 	<p>Wheatfields</p>	<p>Sue Waddington</p>	<p>During 2019</p>	<p>Complete – afternoon tea round and dining facilities provided for families</p>