

# Improving Out of Hours Care at the End of Life

10% card payments discount\*  
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Friday 13th October 2023

Virtual Conference



## Speakers include:

**Dr Sharon Chadwick**  
*Medical Director*  
Hospice of St Francis Berkhamsted  
*Macmillan Consultant in Palliative Medicine*  
West Hertfordshire Hospitals NHS Trust

**Catherine Millington Sanders**  
*EOLC Clinical Lead and Macmillan GP*  
Kingston CCG

**Melinda Presland**  
*Palliative and End of Life Care*  
Oxford University Hospitals NHS Foundation Trust

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*“Terminal illness does not respect the clock. The health of a person living at home with an advanced illness can deteriorate suddenly at any time – day or night, during the week or at the weekend... The hours outside of Monday to Friday, 9am to 5pm, including weekends and bank holidays, make up 75% of the time in every week. So it’s no surprise that many people with a terminal illness need care urgently in this “out-of-hours” period. But they’re struggling to access this essential out-of-hours care. Lots of people can’t get the care they need at home in a crisis, especially if they live in a deprived area. This can leave people with no option but to go to A&E departments. And it means they aren’t getting the good end of life experience that we all hope for.”*

*Better End of Life 2022 Report, Marie Curie Nov 2022*

*“Ensuring palliative and end of life care is available quickly and easily on a 24/7 basis, in every part of the country, would bring benefits for patients and carers, and for our wider health and care system. We urgently need to address current challenges in out-of-hours care, so that the right community based care is available at the right time, for everyone who needs it. This is a critical moment for action to improve out-of-hours care for people with a terminal illness and their carers...Better palliative care, including out-of-hours, can play a key role in reducing pressures on emergency services. This change would improve people’s quality of life and protect precious NHS resource.”*

*Better End of Life 2022 Report, Marie Curie Nov 2022*

*“Services need to be useful, accessible, and convenient for patients and informal carers. They must reflect the needs of patients and informal carers, not just what service providers perceive these needs to be. They also need to be rapidly and reliably available.”*

*Better End of Life 2022 Report, Marie Curie Nov 2022*

*“Boosting care in the community and treating more people at home is key to recovery – it is better for patients and their families, as well as easing pressure on NHS services.”*

*NHS England Chief Executive Amanda Pritchard, Jan 2023*

This conference focuses on the important issue of improving out of ours care for people at the end of life. The devastating pressures of the pandemic caused many services to significantly change the ways they can offer care, and the continuous strain on hospitals today makes it critically important for out of hours support to be available and effective for all.

*“Ensuring everyone has the best possible palliative and end of life care, on a 24/7 basis and regardless of where they live, is an urgent and important policy priority.”*

*Better End of Life 2022 Report, Marie Curie Nov 2022*

In this conference, through case studies and expert advice we will explore how we can improve out of hours care for patients who are at the end of life including complex symptom control, improving support for carers, virtual wards and effective prescribing. The conference will reflect on cancer studies in cancer and non cancer patients.

## **This conference will enable you to:**

- Network with colleagues who are working to improve nursing retention
- Understand current national trends and evidence
- Learn from outstanding practice in developing and implementing a nursing retention strategy at ward, directorate and organisational level
- Reflect on why nurses leave the NHS and what their needs are
- Ensure a supportive culture and develop your skills in compassionate leadership
- Understand what drives job satisfaction, experience, wellbeing and therefore retention
- Use data and tools to predict the employees that are at high risk of leaving and implement actionable insights to address these risks
- Identify key strategies for targeted interventions at different career stages and risk points
- Improve wellbeing and psychological safety
- Improve career and leadership opportunities and promote flexible working
- Explore case studies from organisations that have improved nursing retention
- Self assess and reflect on your own practice
- Supports CPD professional development and acts as revalidation evidence. This course provides 5 Hrs training for CPD subject to peer group approval for revalidation purposes

## 10.00 Chair's Introduction & Welcome

### 10.10 Recovering From the Pressures of the Pandemic

#### Professor Fliss Murtagh

*Professor of Palliative Care Hull York Medical School*  
*Director Wolfson Palliative Care Research Centre*  
*Senior Investigator NIHR*

- how the pandemic has 'reset' end of life care systems
- inequalities of community health services since the pandemic
- integration of community health services
- current obstacles

### 10.40 Implementing the Recommendations from the Marie Curie Better End of Life

#### Ruth Driscoll

*Associate Director for Policy & Public Affairs*  
Marie Curie

- key challenges in ensuring access to high quality end of life care out of hours
- how the policy and practice context is changing
- what works in improving access and experience of out of hours services
- case study examples of successful models and approaches

### 11.15 Comfort Break and Virtual Networking

### 11.40 EXTENDED SESSION: Prescribing Out of Hours and Improving Anticipatory Prescribing

#### Melinda Presland

*Palliative and End of Life Care*  
Oxford University Hospitals NHS Foundation Trust

- availability of out of hours prescribing services in practice
- challenges of delivering prescribing services out of hours in rural areas
- anticipatory prescribing and early recognition of end of life care needs
- symptom control and pain management out of hours

### 12.45 Improving out of hours end of life care in non-cancer patients

#### Dr Sharon Chadwick

*Medical Director*  
Hospice of St Francis, Berkhamsted  
*Consultant in Palliative Medicine*  
West Hertfordshire Hospitals NHS Trust

- working collaboratively with primary and community services
- delivering home support for people with complex needs
- out of hours support for patients without a dedicated phone line
- case study: heart failure

### 13.15 Lunch Break and Virtual Networking

### 13.45 EXTENDED SESSION: Virtual Wards as an Integral Component of Palliative Care Provision

#### Speaker to be announced

- embracing the use of video consultation and virtual platforms to communicate with patients
- how the virtual setting has improved collaborative working between teams
- taking the pressure away from hospitals, what we have seen so far
- maintaining resilience by wider team support and debrief sessions

### 14.25 Breakout Group Discussions

### 14.45 Supporting carers, and ensuring recognition of deterioration at home

#### Denise Mann

*Clinical Specialist Nurse Manager*  
St Elizabeth Hospice Ipswich, Suffolk

- identifying early deterioration through remote monitoring via phone calls, paper-based systems and wearable sensors
- what virtual symptom control can and cannot do, what are the limitations
- improving support for carers at home

### 15.15 Coordinating and improving out of hours services

#### Catherine Millington Sanders

*EOLC Clinical Lead and Macmillan GP*  
Kingston CCG

- coordinating with community services to ensure patients have the support they need out of hours
- compassion for the patient and finding out what services work for them
- ensuring your patient has the best possible support system for their palliative care needs
- case studies

### 15.45 Comfort Break and Virtual Networking

### 16.00 EXTENDED SESSION: Care & Symptom Control for patients in the last days of life including treatment withdrawal

#### Dr Edith Israel

*Head of Palliative and End of Life Care*  
Northwest Surrey  
*Medical Director*  
Woking and Sam Beare Hospice

- improving care and symptom control out of hours at the end of life
- managing patients dying with Covid-19 and medications used to manage this
- case study example

### 16.45 Question and Answers, followed by Close

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### Virtual Online Conference

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#### Venue

This virtual conference will include a live stream on Zoom, interactive breakout sessions and a dedicated secure landing page with resources available for three months.

#### Date

Friday 13th October 2023

#### Conference Fee

- £295 + VAT (£354.00) for NHS, Social care, private healthcare organisations and universities.
- £250 + VAT (£300.00) for voluntary sector / charities.
- £495 + VAT (£594.00) for commercial organisations.

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#### Exhibition

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