

Survey

Complete [online](#), return FREEPOST - NW LONDON
or email nwlccgs.triborough.palliativecare@nhs.net

Now you've read our aims and possible scenarios for the future, we want to know what you think. **This is not a consultation**, but an engagement period to get your thoughts to help shape the future design of these services. These scenarios are based on the challenges outlined above and what will reach the most amount of people across these boroughs.

Section 1 – Should we change our services

Have you or a family member or friend used the following services in Westminster, Hammersmith & Fulham, Kensington & Chelsea or Brent? *(Please circle as appropriate)*

Yes / No

Which of the following services did you use?

- General local palliative care services - Yes / No
- Specialist palliative care (often provided by a hospice) - Yes / No
- End of life care (often provided by a hospice) - Yes / No
- Unsure - Yes / No

If yes to any of the above, please tell us the name of this service.

Do you agree that we need to help more people to access palliative care services and to make what is available more consistent for everyone? *(Please circle as appropriate)*

Yes / No

Please rank the importance of the following aspects of palliative care for you? *(Definitions available on page)*

(1 = most important, 6=least important)

Community Care	
Out of hours care and support	
Access to specialist advice	
Services delivered at home	
Day centre services	
In-patient services	

What is the most important thing that palliative care services offer to those that need them?

Section 2 – your views on each scenario

Potential scenario 1

Services remain the same

This scenario would keep all palliative care services as they are including the re-opening of the inpatient unit at the Pembridge, subject to the appointment of a palliative care consultant. In-patient, day and community care services would continue as they are.

Comments:

Concerns:

Suggestions to improve the scenario:

Potential scenario 2

Some improvements to day and community services with in-patient services remaining the same.

This scenario would keep in-patient services as they are now, including the re-opening of the inpatient unit at the Pembridge subject to the appointment of a palliative care consultant. Community services would also be standardised to 5 days week.

This scenario would also lead to some improvements in the co-ordination of out of hours advice.

Comments:

Concerns:

Suggestions to improve the scenario:

Potential scenario 3

A re-design of all elements of palliative care services

This scenario would see in-patient services delivered from four rather than five hospices but without reducing the number of beds that the NHS funds.

This would enable CCGs to fund enhanced community services 7 days a week, with 24/7 admissions for patients. It would also provide an out-of-hours nurse visiting service and Hospice@Home available to all.

Comments:

Concerns:

Suggestions to improve the scenario:

Potential scenario 4

A re-design of all elements of palliative care services including access to a new nurse-led in-patient service

This scenario would see in-patient services delivered from four rather than five hospices but without reducing the number of beds that the NHS funds. CCGs would then fund enhanced community services.

Patients who do not have complex medical needs, but whose preference is to die in a hospice environment could receive care by a nurse-led service at a bed in North Kensington provided by the Pembridge Palliative Care Centre.

Comments:

Concerns:

Suggestions to improve the scenario:

Section 3 – your preferred scenario

What is your preferred potential scenario? (Please circle as appropriate)

1	2	3	4
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Please rank each scenario? (1 = most preferred scenario, 2 = preferred scenario 3 = least preferred)

Potential scenario 1	
Potential scenario 2	
Potential scenario 3	
Potential scenario 4	

Is there another scenario you would like to be considered?

Any other comments?

Section 4 – About you

Which borough do you live in?

Where is your closest hospice?

How did you hear about this survey?

How would you like us to involve you and the wider community in the future?

If you would like to join our mailing list please include your email below:

Contact - any questions call 0203 350 4366 or nwlccgs.triborough.palliativecare@nhs.net