

## **A call for evidence**

### **A strategic review of palliative care services in Hammersmith & Fulham, Kensington & Chelsea and Westminster.**

The Clinical Steering Group welcome written evidence on the below questions. Please read the Terms of Reference alongside this for further background information regarding the process. Once completed, this word document should be emailed to the Clinical Steering Group at [nwlccgs.triborough.palliativecare@nhs.net](mailto:nwlccgs.triborough.palliativecare@nhs.net) or alternatively printed and posted to FREEPOST HEALTHIER NW LONDON. **The deadline is the 13<sup>th</sup> February 2019.**

#### **Questions for patients, relatives and carers**

a.) The following are areas that patients and families say are important to them in palliative and end of life care. Could you comment on how well you think we are doing as a system in these areas:

- Access to services
- Communication and co-ordination between services
- Support and information
- Timely access to medication
- Rapid access to the right help when it is needed
- Use of services out of hours - during the weekend, evenings and overnight

b.) How could the services be improved?

#### **Questions for other interested parties**

c.) The following are areas that patients and families say are important to them in palliative and end of life care. Could you comment on how well you think we are doing as a system in these areas:

- Access to services

- Communication and co-ordination between services
- Support and information
- Timely access to medication
- Rapid access to the right help when it is needed
- Use of services out of hours - during the weekend, evenings and overnight

d.) What is working well within the local palliative care services?

e.) What could be improved?

f.) What are the challenges for staff working within palliative care and end of life care, how could these be addressed?

g.) If there was a new service model for delivering these services, what would it look like?

h.) Most face to face care at the end of life is delivered at home by a social care workforce, mostly through domicillary care agencies. How well do you think this is integrated into health care and how could improvements be made?

i.) If you could change or implement 3 things that would improve the experience of palliative and end of life care for patients and families within the boroughs what would they be and why?

- j.) How could we better support informal carers in their important role in support of others at the end of life?
- k.) How can commissioners support collaboration to deliver a single service model which ensures equal access, provision and quality of care for all residents?

**Declaration** – please declare here should there be any conflict of interest from the person or organisation in the evidence submitted.

**Thank you for taking the time to provide this information.**

---

### **Submitting evidence**

To submit evidence to the Independent Chair, please complete the relevant section of the questionnaire provided, and submit your response via email to [nwlccgs.triborough.palliativecare@nhs.net](mailto:nwlccgs.triborough.palliativecare@nhs.net).

Alternatively, print and post back to us at - FREEPOST HEALTHIER NW LONDON

### **Notes -**

Submission should focus on the written evidence questions in the section above and should not exceed 4,000 words. Submissions will only be accepted if they:

- a.) are submitted in Word format with as little use of logos as possible
- b.) do not include a declaration of any relevant interests from the person or organisations submitting the evidence.

### Information submitted

Please note that once submitted evidence may be used in public documents. If you submit evidence which you would prefer not to be used in any public forum then please highlight this clearly in your response.