How we made End of Life Care a Priority in Merton

Dr Carrie Chill
Clinical Director, Merton CCG
Where is Merton?

- Richmond
- Wandsworth
- Kingston
- Sutton
- Croydon

River Thames
Tom’s Story

End of Life Care

- Family
- London Ambulance Service
- GP
- Community services
- Out of hours
- Cardiology
- Endocrinology
- Renal

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September 2016
We started by talking to people
Making it happen

- Bereavement support
- Community end of life care facilitators
- Night sitting service
- Gold Standards Framework in care homes and general practice
- Coordinate My Care
- Communication Skills Training
- Hospice @ home service
- Acute fast track facilitators
- Darzi fellows

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Have a Strategy

A Good End to Life
Sutton and Merton
Strategy for End of Life Care
February 2008
Updated February 2009

A Good End to Life
Sutton and Merton
Strategy for End of Life Care
Progress and Refreshed Priorities
April 2011

Merton CCG
End of Life Care Strategy
2014–19
October 2015

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Some key achievements

Coordinate My Care

2050 CMC records have been created since 2010.

76% of Merton CCG patients have died in their preferred place.

22% of patients with a CMC record have died in hospital. However, nationally 47% die in hospital*.

2010 2016

Cancer

Non-Cancer

2010 2016

Cancer

Non-Cancer

*National End of Life Care Intelligence Network, NEOLCIN, 2014-15

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Some key achievements

Deaths at home

The proportion of people who are supported to die at home has risen from 17% in 2010 to 43% in 2016.

LAS Call Outs and Conveyances from Care Homes

Focused work in care homes has led to positive outcomes.

There were 90 fewer call outs for the LAS in 2015/16 than in 2014/15 and 83 fewer conveyances.
Keeping End of Life Care at the Top of the Agenda

- Embed end of life care in all appropriate pathways
- Support professionals and provide development opportunities
- Don’t be afraid to talk about death and dying
- Celebrate success and thank your colleagues
- Run multidisciplinary events to share good practice

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So what did that mean for Tom?
With thanks to...

For further information...
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