**Notes from LAS End of Life Steering Group - 23 September 2019**

ANGELA CROSS-DURRANT – VICE CHAIR OF THE FORUM

1. The Terms of Reference have been amended to reflect current operations and will be sent out for members’ views.

2. A comprehensive reporting back, update and plans for the future were well received and

several discussions and suggestions added to the mix.

* Hospices around London have agreed to provide phone palliative advice for paramedics on scene who need speedy guidance, especially OOHs.
* There has been a robust and consistent focus on EoLC education. An EoLC network across all the stations has been set up. Each ‘researches’ services that support EoLC to alert paramedics where the services can be accessed (community, hospices, etc). The stations run bespoke training which is evaluated after every event in terms of staff understanding and confidence when dealing with urgent decision-making on scene, etc. It is early days, but some experiences are being shared across the network.
* The Macmillan project Clinical Tutors themselves have attended reportedly excellent courses on different cultures, religion and spirituality, they intend to seek out further good practice, and are researching literature. A study day for the EoLC Team is in hand to collate into training sessions.
* The LAS is collaborating with the Royal Marsden Hospital for dealing with difficult conversations, and with Child Bereavement UK and others. A total of 92% of staff have been through CmC training as part of their compulsory training programme. There is increasing use of iPads to access CmC from c40% to c60% so far this year. Some way to go but the pressure has not been lessened.
* A pan-London process is being drawn up between the LAS, the Police and other relevant external agencies regarding expected deaths as this area needs attention.
* There has been a full review of the NET service (non-emergency transport) regarding palliative care and the possibility of NETS for such patients. A pan-London series of EoLC training for NETS crews is in hand.
* Future plans include wider use of CmC and training for EOC staff to access CmC to enable staff to alert paramedics and NETS crews to know if those they are treating or transporting respectively have an ACP and possibly DNAR request. Specific paediatric EoLC training is being devised for all paramedics.
* The LAS is engaging in the ECHO process which encourages care homes to network, share issues and share resolutions regarding, among other things, EoLC, which can include the LAS.
* The End of Life Care Pioneer Service Strategy has been amended and re-titled as the Improvement Plan (rather than Strategy) at the behest of senior managers.

3. There is to be a feedback and fact-finding event entitled “Whose shoes?” where carers,

families, patients, medical professionals, stakeholders and LAS staff share their direct EoLC

experiences involving the LAS and/or other ambulance service. The importance of patient

experiences is paramount. The outcomes will be used for detailed focus groups to arrive at

solutions to gaps, issues, etc and to ensure that good and best practice is shared.

4. An Incidents Review has demonstrated that the most common concerns are from staff

accessing CmC. This is primarily because confusion remains over when an electronic DNAR

on the CmC can be used rather than seeking a paper copy of the DNAR. The LAS has

repeated that a hard copy is not necessary in these situations and that the digital copy is

perfectly acceptable.

5. The ‘Wish Ambulance’ notion of using volunteer paramedics and/or other medically trained  
 professionals (e.g. nurses) to take particularly housebound people nearing the end of life out

for the day, within the SE, in specially-commissioned transport for the purpose is gaining

interest and commitment. It is too early to gauge progress but the person who is spear-

heading this is hard at work trying to find funding for specialist transport, etc.

6. Date of next meeting likely to be January (avoiding Christmas period) tbc.

Angela Cross-Durrant 4.10.19