Rapid Access Palliative Care Clinic

On the road to adopting a trauma informed approach to service development

Libby Ferguson

November 24

Rapid Access Palliative Care Clinic- Drivers for change

Dying in the Margins

Max ‘the great escape’

Missingness

Max and the ‘great escape’

Quinn S, Ferguson L, Read D, Richards N. "The great escape": how an incident of elopement gave rise to trauma informed palliative care for a patient experiencing multiple disadvantage. BMC Palliat Care. 2024 Feb 28;23(1):61.

Missingness

- Pattern of missingness primary and secondary care
- High users of outpatient and hospital care-high treatment burden
- Very high missingness in mental health services, associated with marginalisation –poverty, problem drug use, homelessness
- Low threshold-high fidelity model of general practice defined by ease of access of those most commonly excluded

McQueenie, R., Ellis, D.A., McConnachie, A. *et al.* Morbidity, mortality and missed appointments in healthcare: a national retrospective data linkage study. *BMC Med* **17**, 2 (2019).

Marie Curie

Strategies for delivering trauma-informed palliative care

- Recognition of undiagnosed trauma
- Recognising missingness
- Trusting and honest relationships
- Sensitivity to patient autonomy

Strategies for delivering trauma informed palliative care

Education and training

Flexibility in care delivery

Safety netting approach

Innovation in service development

Roadmap for Creating Trauma-Informed and Responsive Change

Roadmap for Creating Trauma-Informed and Responsive Change: Guidance for Organisations, Systems and Workforces in Scotland. The National Trauma Network

- longterm vision for becoming trauma informed and responsive
- support staff wellbeing and practice
- embed power sharing with people with lived experience of trauma
- adapt policies and processes and service design

Trauma informed lens what would good look like?

Outpatient services

Welcoming
Non judgemental
No cost
Accessibility
Flexibility
Continuity
Safety netting

Start where you are, do what you can with what you've got

Outpatient services

No additional money or resource

Drop in clinic?
Not yet!

Rapid access clinic?
Let's try!

Rapid access clinic

Rapid Access Clinic

Refer via Marie Curie on call doctor 07515134307

Call Monday-Friday 9-5pm

Thursday mornings for patients who would benefit from urgent review by Consultant or Senior Palliative Medicine doctor

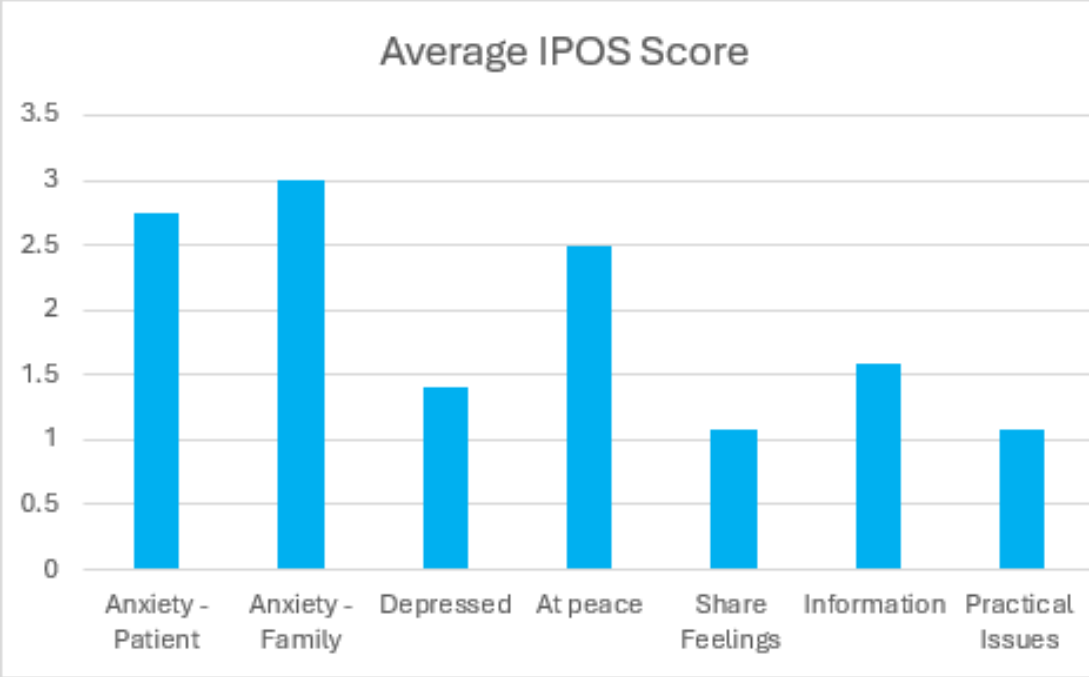
Rapid Access Clinic

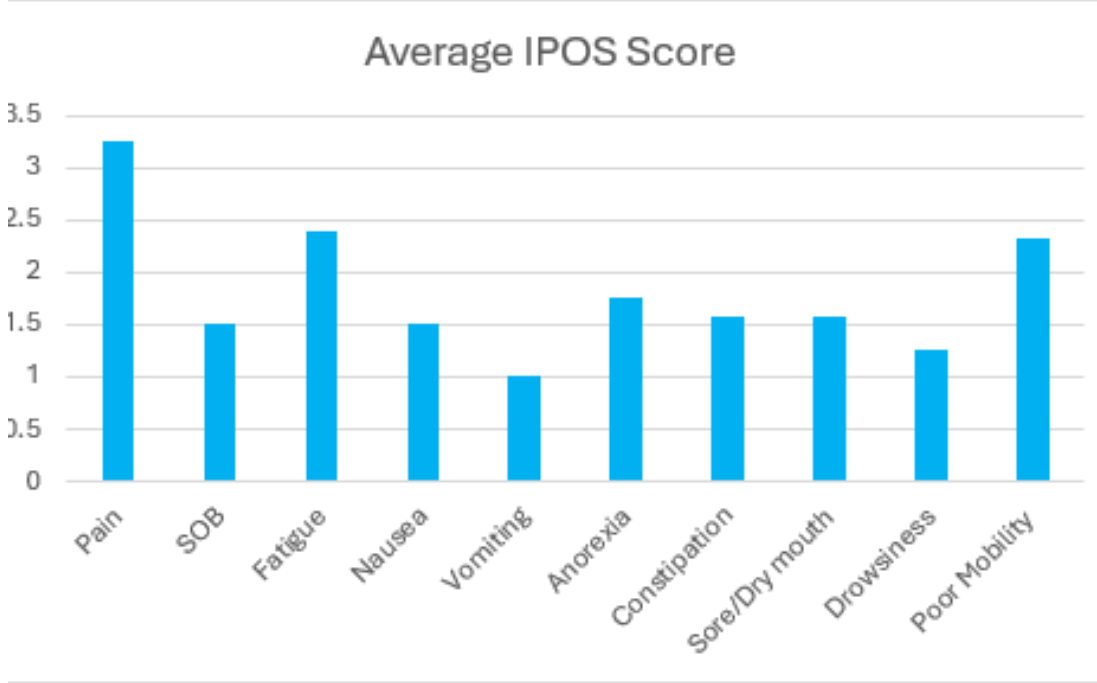
- Logistical challenges
- New registration process
- New referral pathway
- Training for admin team and on call doctors

First few weeks

- 1-3 pts per week
- 9 new, 4 existing
- Ages 36-91 (mean 61)
- Referral for pain, SOB
- Referrals from CNSs oncology/ lung cancer
- Hospital consultants, Pall Med consultants GRI and BWOSCC, GP

Physical and psychological symptom burden





Evaluation and Future plans

- Further communication with referrers
- Routine data, demographics, IPOS, SIMD
- Service user feedback
- Service user interview
- Staff interviews
- Long term commitment to the roadmap and ongoing work to embed a trauma informed approach

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