

Do We Make a Difference?

Using an Outcome Measure in Specialist Palliative Care Settings.

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As a way to provide evidence that our service is achieving the quality ambitions outlined in the Healthcare Quality Strategy for NHS Scotland 2010, all three parts of our service agreed to pilot the St Christopher's Index of Patient Priorities (SKIPP) for six months.

SKIPP is a validated tool designed to capture what patients think about the impact of care received on their Quality of Life. Focusing on patients' own concerns and key symptoms

Results from this pilot study confirmed that patients benefit in both symptom experience and quality of life when they access our services. Across the service patients responded that staff made a positive impact.

Results from this pilot have enabled staff to plan positive improvements to the patient experience. It also supports a culture of continuous Quality Improvement.

'Coming here has helped me to take my mind off everything; people to speak to who understand how I am feeling'

'I feel more secure knowing I have a nurse to talk to, she understands my symptoms'

'You get the opportunity to talk about how you are feeling with staff'

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