

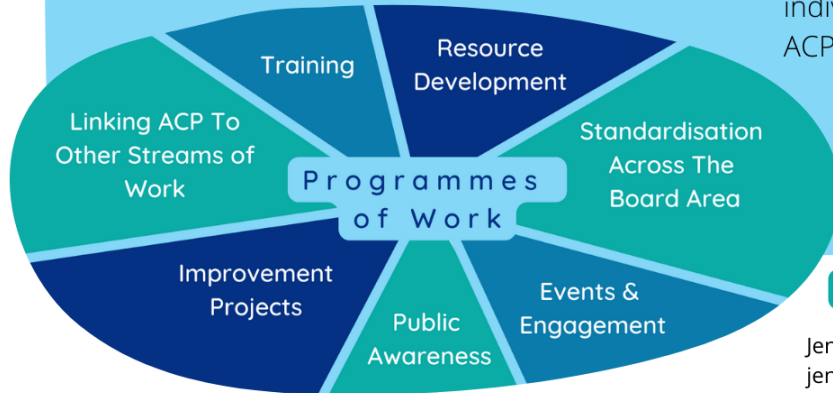
Sharing is Caring

Ensuring high quality ACP information is accessible to all services to enable person-centred care.

During a pandemic which places huge pressures on staff and services both emotionally and physically, the Anticipatory Care Programme has been working to increase staff confidence and public awareness of ACP across NHSGGC, thereby increasing the number of ACPs on our system.

The programme has worked with colleagues across the Board Area and wider, to identify barriers and establish a whole-system solution. This has resulted in the development and delivery of a range of resources including training modules, discussion guides and Standing Operating Procedures, as well as recruitment of a growing network of individuals to be ACP Champions, helping to further embed ACP into teams and cultures.

They have also helped to plan various quality improvement projects alongside Primary Care and community, creating suitable conditions for small tests of change.



www.nhsggc.scot/planningcare

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The GGC System



Think

In NHSGGC we have an ACP Summary which is available on Clinical Portal. Any staff member with access to Clinical Portal can read and edit the ACP Summary. By increasing the number of staff who have this capability, we can have more information recorded on the system which reflects the numerous conversations people have with the services involved in their care.

Talk



Plan

Once the information has been saved on Clinical Portal an electronic copy of the document is sent to the GP for them to review and upload any new information to the KIS.

The Challenges

As ever, when it comes to technology, nothing is every as simple as it seems. Services across the Health Board use different systems to assist with core business, and very few of these speak to each other. Therefore whilst using Clinical Portal is the simplest solution, we must convince staff that the apparent duplication of work is worthwhile.

There is also an assumption both from staff and the public that no one wants to discuss these topics. We know this is untrue, however the conversations must be sensitive to circumstances and approached in a tender manner. By getting staff to realise that even they already may have some wishes and preferences to their own treatments or those of family members we can reframe the task from one of dread to one of hope and empowerment.

Click on the brick for
more information

The Wall of Achievement

Fully functional website with information for staff and the public.

Creation of an emodule which is accessible to anyone via our website. This module gives staff a solid foundation in all things ACP.

Social Media presence with over 360 followers. We have daily tweets sharing news and providing top tips to #StartTheConversation.

Recruited almost 100 ACP Champions covering all HSCPs and Teams. Champions choose how they wish to be part of the ACP movement. They can lead QI projects, allow colleges to shadow them, or even raise the idea of ACPs during team meetings and reviews.

A range of ACP training options are available to staff both within and outside the Board Area. This ranges from information sessions to fully bespoke training with relevant case studies depending on the role of teams.

Publication of Standard Operating Procedure for the full Board.

Establishment of local implementation groups to drive forward change and improvement. All HSCPs have a local group, as well as the establishment of groups which operate across the full Board Area including Care Homes, Hospices, and Secondary Care Services.

Quality Assurance tool and process agreed. Audits due to begin end 2022.

Events have been hosted during Demystifying Death Week and Carers Week. All events aim to increase public awareness and encourage open conversation.

Further 2 years funding secured.

122

ACP
Champions 89

1,167

Health and Social Care
Staff completed the
ACP eModule

663

Health and Social Care
Staff attended virtual
ACP Training

40

ACP Staff
Information
Sessions

What does the world look like 2 years on?

Over the past two years we have seen a noticable shift in the conversation, with future planning taking centre stage in many strategies. For staff, particularly in the community, ACP has become core business and whilst there may be more still to do in terms of public awareness, the seeds are starting to be sown and will hopefully bear fruit soon.

Looking to the future...

Following the success of our first 2 years, the programme received a further 2 years funding from the 6 HSCPs. This has allowed us to continue to build relationships with staff and the public, raising the profile of future planning. Whilst our long term goal is permanent funding, we are still focused on making the most of the time we do have.

Over the next 18 months we are planning to:

- Roll out new training opportunities including 1-1 conversation practice for staff
- Organising public event as part of national weeks such as To Absent Friends
- Work with Primary Care, NHS 24 and SAS to streamline the process of sharing information across all areas
- Monitor and reflect on the quality of ACPs via our Quality Assurance audits, identifying areas of good practice and those needing further support
- Work with colleagues across the Independent Care Sector to assist with the completion of ACPs and the sharing of this information into NHS systems.