

WE WORK TOGETHER

“In the dead of the night”: Getting End of Life Care right Out of Hours

Dr Prue Mitchell & Dr Michelle Bailey, Macmillan GPs

The educational need

- 70% of end of life care happens out of hours
- Often many of those employed by out of hours are locums, for whom it is less easy to access information and systems in local palliative care services
- Poor communication is often the source of complaints from patients and relatives
- Poor awareness of the systems currently available and how to contact them

What did we do?

We produced:

“In the dead of the night”: Getting End of Life Care right Out of Hours

A training event with 100 people attending from hospice, community nursing and GP practices.

Lectures given by doctors and nurses on topics such as:

- Communication skills in the last days
- Case presentations: the good and the bad
- Top tips for symptom control
- Palliative care emergencies

The feedback

“Lovely tips, thank you. A good refresher regarding some higher level communication skills.”

“Excellent start to improving education on this subject.”

“Useful signposting to end of life resources.”

“Relaxed, friendly atmosphere but pithy incisive lectures.”

WE SHARE KNOWLEDGE