

# Advanced and Urgent Care Planning Accelerator: Key outcomes and feedback

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Please use this QR code or follow this link to access the posters for each project and supporting resources, including video case studies

“ I enjoyed this project immensely and have learned so much. The guidance from Ellen and Carrie was excellent ”

## Introduction

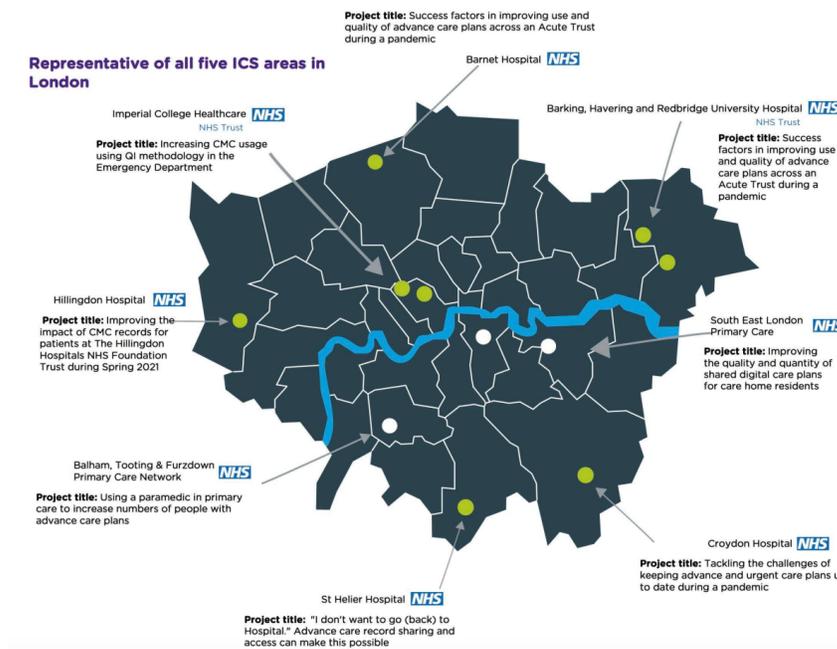
In July 2020, the HIN were commissioned to deliver a programme to increase use and quality of shared electronic advance/urgent care plans using CMC across London.

The HIN recommended an Accelerator approach, to make a significant impact and drive uptake and quality use of CMC. We identified project teams already doing good work with CMC and provided additional resources to help them extend the depth or breadth of their work.

Seven projects were chosen at the outset; however, one was unable to proceed. A further two projects were identified and incorporated with a later starting date.

Five projects were within acute trusts, two were in primary care and one was led by an interface frailty service spanning acute and community settings.

“ I have really valued the HIN's support on this project. The finances and your energy, enthusiasm and skill really helped get the project off the ground in a way that would not have been possible. ”



## Conclusion

The HIN has been privileged to work with and support eight fantastic teams to improve the use and quality of advance and urgent care plans using the CMC system. The passion, determination and resilience shown by project staff to better meet patient's needs and wishes during a pandemic was impressive and inspiring.



*'It has been an absolute pleasure working with Ellen and the HIN! I'm really pleased that the projects benefited so much from your leadership and support' - Murrae Tolson, Strategic Commissioner, CMC*

## Project Participant Feedback

- 100% of surveyed participants stated that they enjoyed being part of the programme, whilst 87.5% believed that being a part of the project had made a difference to their organisation.
- All participants believed that taking part in the programme was of benefit to the patients that their organisation cares for.
- All participants would recommend taking part in a similar programme to colleagues.

## Networking and HIN Support

- Survey participants answered that they valued networking with other services. One participant stated that communication with colleagues had improved as a result of this project.
- One participant responded that they enjoyed working with residents, families, and GPs, and that the project gave them a new perspective on their service.
- Many participants stated that they valued 1:1 meetings with the HIN project team and the overall HIN support and guidance.

## Challenges

- Survey participants noted the challenge of working remotely during the pandemic. Some participants also commented on the time commitment required to support the project.
- Several of the survey participants raised their concerns regarding the future of care records, including the continued sustainability and goal to achieve 'business as usual'.

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"If this project changes one person's experience for the better at their end of life, it would be marvellous"