

Delivering a responsive and effective community palliative care service in an environment of change

Vanessa Gibson: Community Nursing Services Manager



St. Richard's
Hospice
CARING FOR LIFE

Registered charity no. 515668





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The teams





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The reason.....





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Our solutions:

1. Triage service
2. Changes to on call
3. Closer monitoring of dependency
4. Closer monitoring of interventions
5. Capped caseloads with proactive caseload management



Our innovations took place gradually
and were incremental





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Outcomes demonstrated (over 1 year)

- Triage activity: Cost saving £35,180.1
Time released 44.64 weeks
- On call changes: Cost saving £1,059.33
- Prescriptions issued: Cost saving ranges £553.20-£3487.20
GP time released 20 hours
- Admission prevention: Potential cost saving £32,760



For patients-117 have been enabled to remain at home





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Economic assessment: what were the benefits for me

Clear direction

A bank of templates to help organise my thoughts

Allocated time to complete this work

Organisational support

Added dimension to future service development work

Increased confidence and understanding





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The future...

