End of Life Care Commitment Communications Pack
The End of Life Care Commitment

- This pack sets out the key, patient facing, work that is taking place under each of the six elements of the commitment.
- It provides link to key tools and programmes as well as some general contacts for choice in end of life care.
- It also highlights the dates of twitter conversations that will take place on each of the six elements.
- It is for use by our partners and stakeholders, and will be refreshed as work progresses.
Have honest discussions about your needs and preferences for your physical, mental and spiritual wellbeing, so that you can live well until you die

Tweet chat on [date]: what are the things that will help you live well?

• “It’s about your life, your choice, your wellbeing” Lucy Watts
  NHS England commissioned NCPC to develop a Patient empowerment film: ‘Getting the most from your clinical care’ [view here]. This film is a tool for patients to get the best from their clinical consultations.

• Personal Health Budgets for fast-track continuing healthcare are being trialled in 5 sites. A report will be produced, to show how to implement PHBs well for people at the end of life, together with stories and blogs to demonstrate the difference that PHBs can make.

• NHS Choices provide advice and tools on Advanced Care Planning, [NHS Choices] to help you think about what might be important to you in end of life care.

#EoLCommitment
Make informed choices about your care, supported by clear and accessible published information on quality and choice in end of life care

Tweet chat on [date]: Do you know where to go to get information on your choice in end of life care?

- Lots of information is available on [NHS Choices](https://www.nhschoices.nhs.uk)

[Find Me Help](https://findmehelp.nhs.uk) is a comprehensive directory of services for people in the last years of life, their families, carers and friends, which allows you to enter your post code and find services near you.
Develop and document a personalised care plan, based on what matters to you and your needs and preferences, including any advance decisions and your views about where you want to be cared for and where you want to die, and to review and revise this plan throughout the duration of your illness.

Tweet chat on [date]: Have you written down what you want?

- NHS England will work with voluntary sector partners to raise public awareness nationally of issues around death and dying and the importance of individuals making end of life care plans in advance. This will include support for the Dying Matters Coalition and Campaign, which is run by the NCPC. The Coalition leads on initiatives to promote a national conversation about death and dying.

- We will support Dying Matter Awareness Week 2017, which will run from 8-14 May.
Share your personalised care plan with your care professionals, enabling them to take account of your wishes and choices in the care and support they provide, and be able to provide feedback to improve care

Tweet chat on [date]: Who would you want to know what your preferences are?

• The **Building on the Best** programme is operating in ten acute hospital Trusts across the country. This will focus on supporting improvements in outpatient consultations, shared decision-making, handover of information and records as people move between acute and community care settings, and pain and symptom management.

• The NCPC (together with Hospice UK and Marie Curie) is taking forward a number of end of life projects as part of their **Strategic Partner role** in 2016/17, including: raising public understandings and expectations about sharing records in end of life care;

• National Voices are developing a project on **public understanding and expectations about sharing records** in end of life care. There is more information at [http://endoflifecareambitions.org.uk/tag/epaccs/](http://endoflifecareambitions.org.uk/tag/epaccs/)
Involve, to the extent that you wish, your family, carers and those important to you in discussions about, and the delivery of, your care, and to give them the opportunity to provide feedback about your care.

Tweet chat on [date]: Who would you want involved? Do they know that?

- The Point of Care Foundation, working with NHS England, is leading on a project on Patient and Family Centred Care, funded by The Health Foundation, in nine acute and community settings. This is a quality improvement collaborative programme to support NHS staff to deliver more compassionate care to people at the end of their lives, improving experiences of care for dying people and their families, and to spread the lessons about patient and family centred care collaborative methodology to colleagues across the service.
Know who to contact if you need help and advice at any time, helping to ensure that your personalised care is delivered in a seamless way

Tweet chat on [date]: Who could provide advice to you?

- The Department of Health and system partners will work with voluntary sector partners to develop the work of end of life care volunteer networks, including on bereavement care, and strengthen the bonds that support dying people in their own communities.

- [Do we have a case study of a 24/7 helpline from anywhere?]
Implementing the Commitment: Key contacts and links

- Choice in the End of Life Care Commitment:
  Jennie Walker, Assistant Head of Patient Choice,
  jennie.walker@nhs.net

- Personal Health Budgets in end of life care:
  Trudy Reynolds, Personal Health Budgets Delivery Manager
  Trudy.reynolds2@nhs.net
  Suzanne Jones, Personal Health Budgets Project Manager
  suzanne.jones20@nhs.net

- Review response: