**NHSGGC Bereavement Steering Group **

**12th October 2017**

**1.30pm**

**Eastwood Health and Care Centre**

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| **Chair:** | Professor Bridget Johnston: Florence Nightingale Professor Clinical Research – University of Glasgow/NHSGGC |
| **Minutes** | Michelle Magennis: Business and Programme Manager (Corporate)  |
| **Present:** | Laura Nixon: Patient Experience Team Manager |
|  | Evelyn Frame: Chief Midwife, NHSGGC |
|  | Dougie Fraser: CSM Specialist Children’s Services |
|  | Paul Corrigan: Information Officer, NHSGGC |
|  | Elizabeth Sanchez-Vivar: NES, Glasgow Education Coordinator  |
|  | Ann Silver : MND Clinical Nurse Specialist |
|  | Claire O’ Neill: Lead Nurse, Palliative Care |
|  | Elaine O’ Donnell: Palliative Care PD Facilitator |
|  | Sharon Lambie: Palliative Care Clinical Nurse Specialist |
|  | Mairi Armstrong: Primary Care PCT |
|  | Ann-Frances Fisher: Chief Nurse, Acute North Sector  |
|  | Sue Robinson: Consultant Clinical Psychologist: Specialist Children’s Services |

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| **Apologies:** | Jill Mc Kane: Inverclyde GP Palliative Care Facilitator/ Ardgowan Hospice Specialty Dr |
|  | Les Mc Queen: Senior L&E Adviser - Acute |
|  | Debbie Hardie: CSM Clyde Sector – Acute |
|  | George Duncan: Consultant – Rehabilitation – South Sector Rep |
|  | Coral Brady: Family Bereavement Service – Paediatrics - Acute |
|  | Jane Kelly: Health Improvement: Partnerships |
|  | Margaret Fitzpatrick: Inpatient Management Team Support, Mental Health  Services |
|  | Dr Helen Morrison: Consultant in Palliative Medicine, BWoSCC |

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| **1.** | **Welcome/Apologies**Professor Johnston welcomed all present to the meeting and apologies were noted.  | **Action** |
| **2.** | **Minutes of Previous Meeting – 6th June 2017**Oneamendment to the minutes was requested by EO’ Donnell (page 7). All minutes, when approved, will be forwarded to P Corrigan for uploading onto the website.**Action: M Magennis to forward copies of all meeting minutes to P Corrigan for inclusion on the Palliative Care website.** | **MM** |
| **3.** | **Matters Arising****3.1 CRUSE**M Magennis presented the annual report provided by CRUSE for the period 1st April 16 – 31st March 2017 to members for comment. Members requested some further information, particularly with respect to services provided to the under 18 age group, the range of other services that CRUSE interfaces with and further detail on the information pack that is provided to clients at the point of contact.**Action: M Magennis to request additional information and to invite T Elrick to attend the January 18 meeting.** |  |
| **4.** | **Policy Update**E O’Donnell updated members on progress made in relation to the refresh of the NHSGGC Bereavement Strategy. The final phase of the work has been supported by P Corrigan with further comments received and integrated from M Fitzpatrick. Pending final comments from S Robinson the policy will be finalised in the near future with all links and references also reviewed and updated as appropriate.E O’Donnell advised that the policy should not be viewed in isolation but should be aligned with the NHSGGC Death in Hospital Policy which has been forwarded to the Medical Director and Chiefs of Medicine for review and update. The section on support for staff will also need to be reviewed as we are currently not providing the level of training and support stipulated in the document. Members suggested that Audrey Slater, Head of People and Change, should be invited to attend the next meeting of the group to discuss how best to take this position forward.**Action: M Magennis to invite A Slater to attend the January 18 meeting.****Action: S Robinson to forward comments on the draft Bereavement Policy to E O’Donnell.****National Booklet**E O’Donnell advised members that NHSGGC will now be adopting the Scottish National Bereavement Booklet. Copies of the booklet are currently being printed and E O’Donnell will send links to the resources out to members when available. J Ross, Equalities Lead, is working with us to ensure that copies of the booklet are also provided in a number of different languages by Scottish Government. E O’Donnell advised that the ‘What to do after a Death in Scotland’ (blue) booklet has also been revised and that discussions are underway to decide on whether both booklets should now be developed into one. E O’Donnell also queried whether it was within the group’s remit to update the ‘What to do when Someone is Dying’ booklet. This booklet was developed locally and a copy has been sent to Tim Warren, Policy Officer for Palliative Care, for information and with a view to something similar being developed for use nationally.  |  |
| **5.** | **Palliative Care Website**P Corrigan presented a paper to members outlining the content currently available on the Palliative Care website. The paper highlighted where gaps have been identified where policy updates now need to be sourced and added to the website. P Corrigan advised that all contact information is correct and up to date and that all of the links on the website have been checked and are working. Members thanked P Corrigan for the work undertaken on the palliative care website to date.P Corrigan also drew attention to the draft Bereavement ‘Pointers’ card and advised that he was waiting for additional information from Specialist Children’s Services, GRI and the Beatson before finalising.**Action: SCS, Beatson and GRI to provide contact details to P Corrigan and M Magennis for inclusion on the bereavement card.** |  |
| **6.** | **Bereavement Bags Pilot – update**S Lambie updated members on progress to date in relation to the provision of specially designed bereavement bags to replace the plastic bags that are normally provided to relatives and carers when collecting their loved one’s belongings. By way of background, S Lambie advised that since the previous meeting, C O’Neill had prepared and presented a bid to the Endowments Committee for the purchasing of bereavement bags. The bid was successful and secured 16k, 1 years worth) of funding. Thereafter, wards will then purchase the bags in the numbers required from their own core budgets via the PECOS system and store them for use locally. Members congratulated C O’Neill and the team on their successful bid and on winning first prize for their poster which illustrated the process. C O’Neill advised that as the demand for bags was likely to continue that it may be possible to negotiate a more cost-effective price moving forward. |  |
| **7.** | **Updates from Areas****NES**Elizabeth updated the group on work ongoing in relation to the development of a framework for training for end of life care:* The project is running until March 2018
* The framework is designed to be integrated into existing programmes of education validating and supporting what is already being done
* Integrated also into pre-reg and further education
* Still a lot of work remaining to be completed before the end of March – particularly in relation to ensuring consistency of approach

B Johnston advised that M Magennis had undertaken a comprehensive scope of all bereavement training offered by NHSGGC services and hospice services.**Action: M Magennis to forward the scoping paper to Elizabeth for information.** **Ann Silver**Laura Cunningham (MND Clinical Nurse Specialist) is going to be starting a Clinical Project on Dignity Therapy with the aim of integrating the therapy into practice. The project will capture the thoughts of those approaching end of life and what they would want to pass on – the research will be comprised of 5 in-depth interviews which Laura will conduct, analyse and return to the patient – B Johnston is supporting Laura with this research project which is with the QEUH Clinical Governance Group for consideration at present.**Palliative Care Team**S Lambie advised that the team are currently promoting the use of GAEL at Glasgow Royal Infirmary, promoting the use of bereavement bags and raising staff and patient awareness through leaflets and available literature.**Acute North Sector**AF Fisher outlined the work on-going with Macmillan at GRI – both the support service and Bereavement Hub. A band 6, 5 and 3 have been appointed and will be funded by Macmillan for the first three years. The physical building itself will be undertaken Jan-March 18 and it is anticipated that the Band 6 will be in place by the end of December to work with staff on the lead in to the service. **Maternity Services**E Frame updated the group on developments within maternity services with key highlights as follows:* The ‘Best Start’ document contains 79 recommendations
* 1 recommendation related to bereavement care ( 1 in Maternity and neonates) which related to support and training for staff and the provision of information to women
* All Boards have been asked to complete a template and return to the national group – thereafter a gap analysis will be conducted
* There are some good resources but staff training is a challenge
* National forms are being developed which will be finalised in November – will share with the group

**Action: E Frame to share the national forms with the group when completed.****BWoSCC**Dr Helen Morrison updated the group via email to say that the BWoSCC bereavement service bid has had funding approved via the Beatson Cancer Charity, to date recruitment has not yet started.**Specialist Children’s Services**D Fraser updated the group on developments in SCS:* SCS and the Women & Children’s Directorate funded 1/3 million pounds over a three year period for a Glasgow wide bereavement service for the under 18 age group
* CBUK successfully met the tender with a launch planned in the next few months
* A detailed spec of the service is available and the 3 main areas for delivery are:
* Provision of an immediate response for families, siblings and staff
* A comprehensive training package
* Signposting to appropriate services after that initial period

D Fraser stated that it will be important to pull all strands of the services together to ensure that people are signposted to as comprehensive a range of services as possible.The service will be monitored by, clinicians, CBUK and others to review both the operational and commissioning arrangements to ensure that they are delivering effectively.**Action: D Fraser to forward information on the service to M Magennis - B Johnston will review and decide what information is circulated and posted on the website.** |  |
| **8.** | **Literature Review**B Johnston advised members that Brenda Jackson is currently undertaking a literature review on bereavement from a carer’s perspective. This work is being funded by a clinical grant surrounding bereavement. |  |
| **9.** | **Views of Care**C O’Neill updated members on progress with key points highlighted as follows:* The process was conceived as a potential way of testing the use of a questionnaire for gathering feedback from relatives and carers
* To date, the response rate has been low e.g. the Beatson at May 2017 has had 96 deaths with only 8 completed questionnaires returned

The low response may be due to a number of factors: staff feeling uncomfortable broaching the subject with relatives and carers at such a sensitive and painful time; staff forgetting to provide the questionnaires due to busy ward environments or perhaps that this particular approach may not be the most appropriate method for capturing views at end of life.C O’Neill reiterated the challenges experienced and proposed taking the outcomes back to ward staff to explore these in more depth and to look at alternative approaches for capturing these experiences more effectively.In addition to the above, E O’Donnell met with F Muir and L Nixon to look at patient experience and feedback and the methodology used to capture this across NHSGGC. Care Opinion is one mechanism for doing so, giving real-time feedback in relation to the quality of care experienced by patients and their carers. B Johnston advised that there is a national interest in enhancing the level of feedback on end of life care and to engage more with hospices and palliative care services in doing so. C O’ Neill advised that the QEUH Palliative Care Team have started on a piece of work with Care Opinion and the Patient Experience Team and agreed to provide an update to the group on progress at the next meeting.**Action: C O’Neill to provide an update on progress at the January 18 meeting.** |  |
|  | **AOCB**B Johnston informed members that funding has been made available to support research on the effects of having or caring for a person with a life limiting illness.B Johnston advised that participants are now being actively recruited to take part in the research and asked members to let her know if they are aware of anyone who might be interested in taking part and to circulate the request across their networks. |  |
|  | **Summary of Actions****Attached below.**  |  |
|  | **Time and date of next meeting****TBA** |  |



**NHSGGC Bereavement Steering Group**

**12th October 2017**

**Action Points**

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| **Action** | **Leads** | **Timeframe for completion** |
| 1. | **CRUSE Annual Report**CRUSE – M Magennis to contact T Elrick to request a more comprehensive NHSGGC Annual Activity Report for 2016/17 and to request Trish’s attendance at the Jan 18 meeting to discuss further. | M Magennis/ T Elrick | Updated report forwarded to Steering Group members with the agenda and papers for the 26 Jan 18 meeting. |
| 2. | **Policy Update**1. A slater to be invited to the Jan 18 meeting to discuss staff support and how this can be facilitated.
2. S Robinson to forward comments on the draft Bereavement Policy to E O’Donnell.
 | M Magennis/ S Robinson/ E O’Donnell | Update to be provided at the meeting on the 26 Jan 18. |
| 3. | **Palliative Care Website**Specialist Children’s Services, Beatson and GRI to provide contact details to P Corrigan and M Magennis for inclusion on the bereavement card. | P Corrigan | **26 January 2018** |
| 4. | **Maternity Services**E Frame to share the national forms with the group when completed. | E Frame | When available |
| 5. | **Views of Care**C O’Neill to provide an update on progress at the January 18 meeting. | C O’ Neill | **26 Jan 18 meeting** |
| 6. | **Launch**To be agreed. | All | **26 Jan 18 meeting** |