

## **Applications invited for new Sweeney programme collaborative: Improving the experience of patients at the end of life and their families**

### **The Point of Care Foundation**

The Point of Care Foundation is a not-for-profit organisation working to improve the quality of care by putting patients and staff at the heart of care.

We work through three main programmes:

- The Sweeney programme, which brings together our quality improvement work
- The Schwartz programme, which delivers training in Schwartz Rounds, a unique forum to help healthcare workers address the psychological and emotional challenges of their everyday work
- A professional network for heads of patient experience (the HOPE network), supported by NHS England

We currently support over 200 healthcare organisations around the UK, Ireland and internationally, transforming cultures and putting patient and staff experience at the heart of care. We help health and care professionals to thrive, providing better, more compassionate care and reconnecting with their reasons for joining the caring professions.

### **The Sweeney programme**

The Sweeney programme improves care quality by working with teams to understand the experience of their care from the patient's perspective.

Working with teams to understand their setting and context, we use a range of tools including Experience-Based Co-Design and Patient and Family Centred Care. These are proven, peer-reviewed approaches to improving the relational aspects of care, for which there is an extensive evidence base.

Our role is two-fold. We provide initial training in these approaches and ongoing support in their use through online resources. But beyond this we provide coaching in their application to real-world situations.

## New collaborative

We are now inviting applications to join a new collaborative programme on **end-of-life care**. We will work with six teams from NHS organisations to equip them with skills and support to carry out patient-centred service design. The teams will come together to learn these methods, teach and learn from each other.

What's on offer?

- Structured training in patient-centred service design techniques
- Collaborative learning events to create space for teams to work together and learn from others
- Tailored teaching from our expert faculty including both clinical leaders and service users
- Written, video and audio materials to support the learning
- Ongoing coaching and mentoring from accredited personal development coaches
- A strong track record in working in end-of-life care

### Programme

Our approach is radical, helping you to see care through families' eyes, and work collaboratively with them to bring about real change in the experience of care. The method is designed to fit alongside other quality improvement approaches and powerfully re-connects staff to patients' and families' experiences. We do not believe training alone achieves improvement goals. That is why our programmes coach, support and build enduring relationships with course participants. This approach will build capacity in improving care experiences in your organisation.

The programme is structured around a combination of set events and on-site training.

We hold two one-day masterclasses and a 'celebration day' to showcase projects and share learning (details below). Alongside these, over a six-month period, each team will have access to up to 20 hours of support from experienced improvement coaches. Our programmes are backed up by two webinars and provision of online resources. Your team will receive up to 35 hours of training and support over the course of the programme.

### Key events:

Day 1 (Autumn 2018)

- Discovering patients' and families experience and creating urgency for change
- Setting out your goals in improving patients' and families' experiences
- Designing, collecting and interpreting measures for improvement

Day 2 (Spring 2019)

- Getting your patient centred quality improvement project off the ground and keeping it on track
- Translating patient experience insight into tangible improvements
- Create functional and resilient improvement teams, ensuring that the key people are engaged in your project.

Day 3 (Summer 2019)

- Celebration and showcasing event to share and learn from projects' successes

## **Who should attend?**

The collaborative is open to teams of up to 6 learners from any clinical or non-clinical discipline working on end of life care. On applying you should have in mind the broad scope of a project that the training can support, so that you can begin work on achieving your improvement goals straight away. Learning will be sequential, so wherever possible, the same participants from each team should attend both masterclasses and webinars.

## **Price: £4,800 per organisation (for up to 6 learners)**

Price includes training, learning resources and coaching fees.

## **Our experience of end-of-life care**

We have been supporting teams caring for people at the end of life since 2012. To date we have worked with end of life care teams from more than 30 organisations, including acute trusts, community health services and teams from care homes. Our work arose from the inconsistency of care across the country, and the uncertainty felt by staff caring for patients at the end of life, especially those in generalist (rather than specialist palliative care) settings.

To date, our participating teams have made impressive improvements in

- Care planning
- Training and support for junior colleagues to develop their skills in having end of life conversations
- Support and care for bereaved relatives
- Practical improvements in access to facilities for families

We have found it is truly the small things that mean a lot, and that add up to transformational change for both staff and patients and their families.

Participants will become part of our growing alumni network, or 'Sweeney community', which includes professionals from across the country focused on end of life care.

**Please contact Bev Fitzsimons, Head of Improvement at the Point of Care Foundation, to find out more or discuss an application**

**[bevfitzsimons@pointofcarefoundation.org.uk](mailto:bevfitzsimons@pointofcarefoundation.org.uk)**

## Frequently Asked Questions

### **Why a collaborative?**

Much of our work is with individual teams and bespoke to their needs. Collaboratives enable us to take a themed approach and work with a number of organisations at once. This reduces costs for participating organisations and increases the potential for shared learning across a cohort of organisations. This approach was trialled successfully in the 'Living Well to the Very End' project, supported by the Health Foundation. In 2018/19 we are holding a second collaborative on end of life care and a further collaborative project focusing on paediatrics/maternity.

### **Why 'Sweeney'?**

The Sweeney programme is named in honour of Kieran Sweeney, who was a GP and medical scholar who had a particular interest in the delivery of compassionate care. When Kieran became a patient, suffering from mesothelioma, he was struck by the extraordinary challenge faced by health care professionals, of 'seeing the person in the patient'.

A powerful video of Kieran has helped guide much of our work. The key problems facing health organisations relate to the way that people within the organisation work together and how this in turn affects the way they relate to patients. The Sweeney programme supports teams to "see the person in the patient" and develops skills to improve care experiences. At the same time the programme builds staff resilience, reminding staff of the meaning in their work and the impact of the relationships they build with patients and families.

### **What others have said about the Sweeney programme:**

"Patient and Family Centred Care really did change the way i thought about what was important to patients navigating through NHS care and how much what we experience might affect compliance with, and the success of, our treatment. For me the relentless drive to be efficient in in target based healthcare culture totally missed the point of caring and PFCC was my antidote."

#### **Joanne Minford – Consultant neonatal and paediatric surgeon, Alder Hey Children's Hospital**

"Our journey was infused with personal learning for myself and others involved, and better team effectiveness as we worked to a common purpose that we all believed in. There was also evident and lasting impact from the programme for the patients we served that inspired us to do more"

#### **Hesham Abdalla – Consultant paediatrician, Walsall Healthcare NHS Trust**

"Probably the two biggest things I got from being involved in the [end of life care] programme were firstly, the opportunity to take that step back and learn some real and practical tools of how to move towards person centred care, all of which I still use pretty much on a daily basis ... Secondly, it is the being part of something, the collaborative approach, the learning from colleagues across different organisations and wide ranging parts of the country. We all need to become more humble and learn from each other, and this programme made that all possible."

#### **Anna Tee – Patient experience manager, Hywel Dda University Health Board**