

# What are 'Vital Signs'?



- Measuring the 'health' of our End of Life Care systems



- Using a few 'core' measures to reflect this



- And to take 'the temperature' of the system

# Deciding what to measure...

FROM:  
150+ ideas

TO:  
9 Key Themes

1. Place of death
2. Right conversation
3. Patient/carer voice
4. Access to care
5. Responsiveness
6. Coordinated care
7. Medication
8. Red Flags
9. Learning & Development

# Deciding what to measure...

FROM: 9 Key Themes  
TO: 5 Metrics



## **Recognition:**

How well do we identify  
when people are  
approaching the end of  
their life?



## **Experience:**

How's it going?  
How's it gone?



## **Activity:**

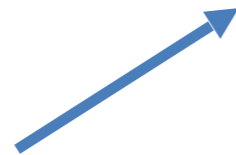
Outpatient attendances, 999  
calls, ED attendances, Acute  
admissions  
Place of death

# Exploring how to measure...



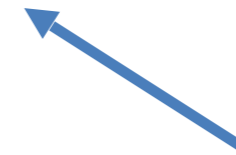
## **Recognition:**

How well do we identify when people are approaching the end of their life?



Working with local and regional BI colleagues to build on existing data and share good ideas

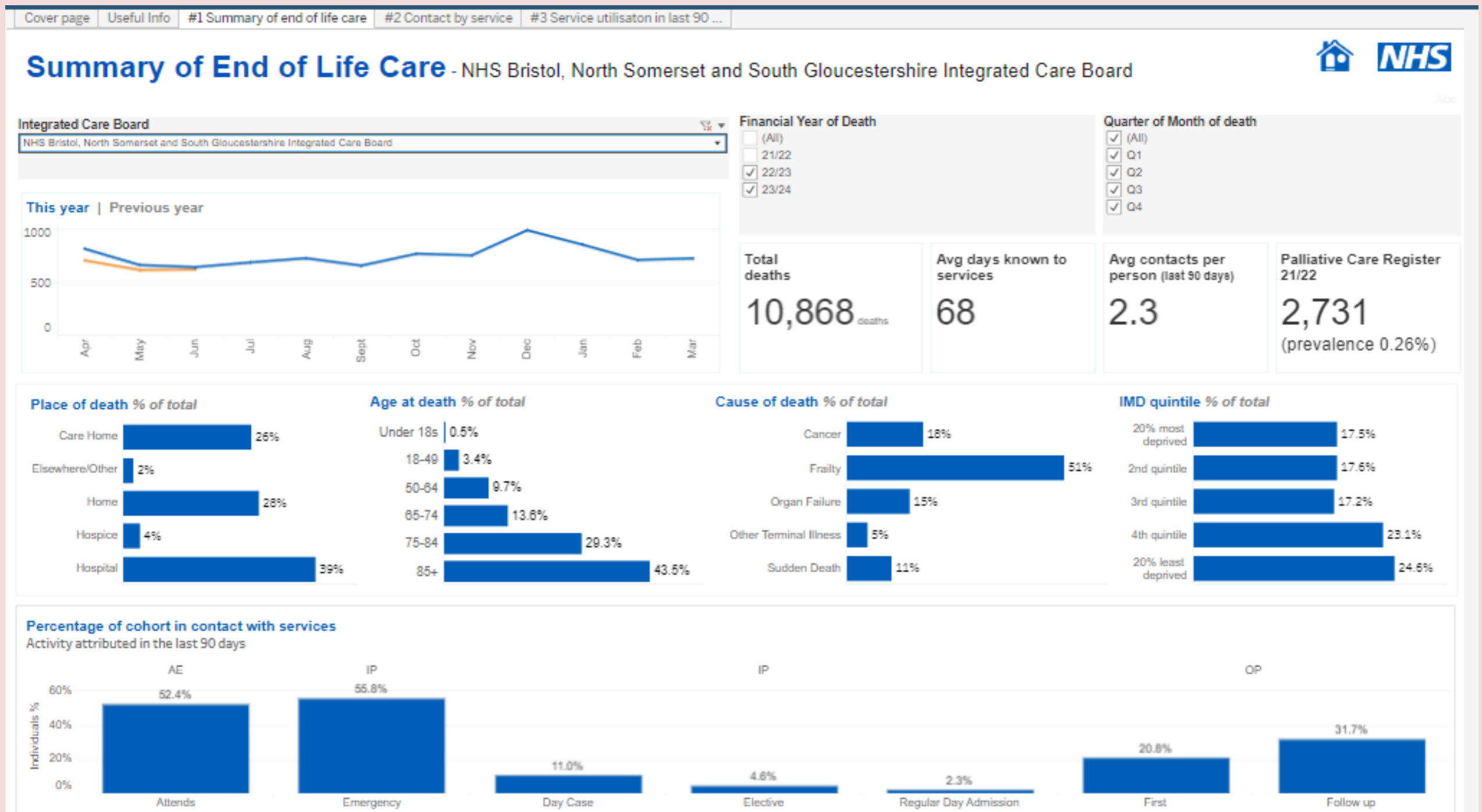
Taking advantage of national data dashboards too



## **Activity:**

Outpatient attendances, 999 calls, ED attendances, Acute admissions  
Place of death

# Taking advantage of national data dashboards...



Dashboards for each area are now available via [future.nhs.uk](https://future.nhs.uk) – Palliative and End of Life Care Network  
Contact [itservicedesk@england.nhs.uk](mailto:itservicedesk@england.nhs.uk) to request access to the dashboards.

# Exploring how to measure...

Working with medical examiners to leverage the data they already capture and help it reach the right people



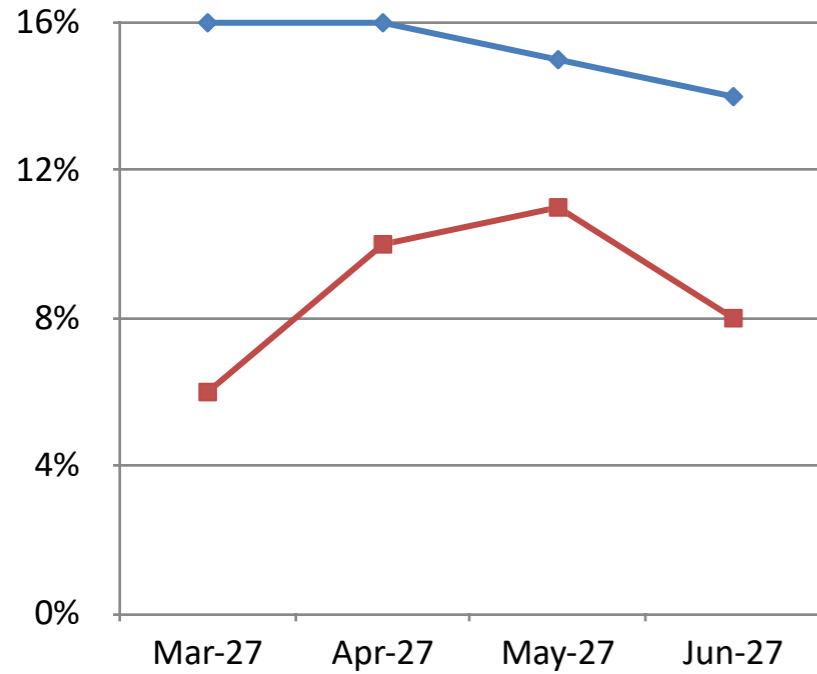
## Experience:

How's it going?

How's it gone?

Working with clinical teams to test a simple data capture and to explore how we could integrate this data within patient care, service management and commissioning decisions

# Working with medical examiners...



◆ Appreciative comments  
■ Concerns raised



## Themes from Medical Examiner feedback (March-June 2023)



# Working with clinical teams...



- How DO YOU think it's going?
- (scale 1-5, 1=very poor, 5=very good)



- How do you think the PATIENT/FAMILY think it's going? (scale 1-5)



- Why?

<https://forms.office.com/e/Ga4808hU8d>