

PallCall Sue Ryder Berkshire West Service



PallCall Sue Ryder - The Vision

- Single point of contact for EoL care
- 24/7 365 days a year access to trained nurse in EoL care
- Reduced avoidable hospital admissions
- Reduced amount of GP visits



PallCall Sue Ryder End of Life Project – based on National Work

- NHS Bedfordshire's Partnership for Excellence in Palliative Support (PEPS) – managed by Sue Ryder
- NHS Airedale Gold Line – managed by NHS Airedale Foundation Trust



PallCall Sue Ryder Service

- Project initially commissioned to have 1 team lead nurse and 9 Band 7 nurses and 1 team administrator (Sue Ryder Pay Scale)
- Recruitment was a challenge
- Service reconfiguration successfully submitted to the CCG's - in the process of recruiting to five band 3 HCA positions
- To date, we have fully recruited 7 trained nurses, 1 HCA and our administrator



PallCall Sue Ryder Service Successes

- Service formally launched 16th October 2016 with 4 nurses and our administrator
- Challenges with IT and desk spaces were overcome
- To continually provide a 24/7 service we cover the night shifts with an on-call service by accessing ADASTRA and RiO remotely
- We will launch publicly in March and cover nights and start going out face to face for urgent cases



PallCall and the U&EC Agenda

- Working in collaboration with others
- SCAS – joint working and shared records
- Training and education
- Personalised care planning



PallCall Sue Ryder Service Successes

Hospital Avoidances	GP Avoidances	Telephone Calls
42	60	564

PallCall Sue Ryder Berkshire West Service

- The service is fully funded by the confederated Berkshire West CCGs and provided by Sue Ryder
- PallCall service is hosted within Berkshire Healthcare NHS Foundation Trust's Health Hub
- The service is available to any patient who is in their last year of life, and who are registered with a Berkshire West GP
- As of April 2016 there was around 530,000 people registered with a Berkshire West GP
- We work in collaboration with 15 other service providers to include the Royal Berkshire NHS Foundation Trust; Community Nursing Teams and Local Authorities



PallCall Sue Ryder Contact Details

Nicola Callam-Parry

Sue Ryder Team Lead PallCall Service

The Old Forge
45 Peach Street
Wokingham
Berkshire
RG40 1XJ

07966526883

nicola.callam-parry@suerydercare.org

For secure emails please use n.callam-parry@nhs.net

Nicola.callamparry@berkshire.nhs.uk

