WHAT'S THE DEMAND? DEVELOPING PALLIATIVE CARE RAPID RESPONSE
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Background Coventry and Warwickshire Partnership Trust Community Nursing had manned an urgent access phone to respond to people requiring just in case medication or have a syringe driver. The Integrated Palliative Care Team, following investment, took ownership daily between 8am-8pm. The use and need of this phone had not been monitored previously.

Method We created a proforma to document the calls being received detailing date, time, patient demographic details, caller details, reason for call, response needed and whether the call was appropriate. The data for September 2022 were analysed on excel.

Results There were 130 calls to the phone in the month, between 8am and 8pm 7 days per week. 117 (90%) were deemed appropriate. The most frequent callers were family members, 66 (51%), the next most common group was health and social care professionals, 48 (37%). The phone was busiest between 4pm and 8pm with this accounting for 56 calls (43%), the quietest time was between 12–4pm accounting for 28 (22%) of calls. 69 (53%) of appropriate calls were related to symptom needs, the second most common reason for calling was for palliative support care, 13 (11%). 96 (82%) required a 2-hour response, 3 (3%) a 24-hour response and 18 (15%) advice was given.

Conclusion This review shows there is a demand for this service, and it is on the whole used appropriately by service users and professionals. The data has supported the team arranging planned work between 12–4pm as this is the quieter time. The majority require a 2-hour response but there is also an element of supporting people and professionals with advice. Anecdotally, this service been manned by the team has been positive for patients and professionals.