Transferring patients with palliative care needs – which ambulance service should you use?

E Presswood, E O’Brien, N Pease. Wales Deanery, Velindre Cancer Centre, Welsh Ambulance Service Trust

The End-of-Life Rapid Transport Service (WAST) is a daily component of delivering palliative care. We hypothesised that patients would have quicker and more appropriate ambulance transfers if healthcare professionals working in palliative care had a better knowledge of the ambulance services available; including the pilot of the new End-of-Life Rapid Transport Service.

Method We sent an electronic questionnaire to 236 healthcare professionals working in palliative care in Wales. We tested the respondent’s knowledge of the available services provided by WAST and asked respondents to share their experiences of transferring patients via the ambulance service.

Results We had 52 responses to the questionnaire (response rate 22%). Respondents were predominantly palliative medicine consultants, registrars and clinical nurse specialists. There was a lack of knowledge about the WAST’s ability to transfer patients with syringe drivers and the services ability to make decisions regarding not commencing cardio-pulmonary resuscitation. The Urgent Care Service was not well understood and only 12% of respondents could easily find the correct contact details for each service.

Delivering cancer patient information through social media: whose benefit?

Nikki Pease, Simon Noble. Velindre Hospital Cardiff, Velindre Cancer Centre; Cardiff University

Introduction Historically, access to cancer information has been limited to printed literature and discussions with healthcare professionals. Opportunities through social media and digital technology have seen notable success in adolescent and young adult health care. Its application in the adult cancer population has not been evaluated.

Objectives To identify the extent cancer patients engage with social media and explore its potential for providing access to oncology information.

Method Patients/carers attending a UK cancer centre were surveyed about their access to and use of social media. Its application to their healthcare support needs was explored with specific attention to their information media preferences. Non-patient identifiable data, based on a prepared questionnaire were collected via hand held tablets and collated via Survey Monkey.

Results 430 participants, comprising 64% patients and 36% carers/spouse, completed the survey. Median age was 65 years old: 82% were over 50 and 29% over 70. 16% of patients did not access the Internet whilst 61% used it daily. Only 13% used Twitter, 48% Facebook and 41% YouTube.

Only 8% expressed a preference to receive information by digital media, with the majority favouring face-to-face contact with a healthcare professional (54%) or printed media (18%). Talking to other patients or attending patient support groups were the preference of 11% and 3% of participants respectively. 6% would seek information themselves using a search engine or visiting of government health website.

Conclusion The majority of patients attending a regional cancer are beyond retirement age with less than 18% under 50 years old. Whilst most have access to the Internet, engagement with Facebook, Twitter and You Tube is uncommon. This suggests a limited role for social

Developing an enhanced supportive care service for women suffering from the adverse effects of cancer and its treatment

Katie Taroni, Helen Reeves, Katherine Hill. St. Giles Hospice

We created and publicised an aide-memoire (attached) about the different ambulance services available in Wales. It contains information tailored to palliative care health care professionals. The aide memoire is designed to be easily accessible in paper and electronic format.

Conclusion Palliative care healthcare professionals lack sufficient knowledge of the ambulance services available in Wales. The aide memoire we created contains the relevant information that is necessary to make the best use of the ambulance services available. The aide memoire is being used across Wales to improve the use of the ambulance service for patients with palliative care needs.