Andrew Murray, Medical Director, NHS Forth Valley

Andrew chaired the event which aimed to;

- Support people working in primary and acute care to share ideas to improve outcomes for patients through the early recognition, response and escalation of deterioration across the pathway of care.
- Share learning from approaches to person centred care planning and how these can support good conversations and decision making.
- Share learning from the implementation of National Early Warning Score (NEWS) 2, enabling delegates to understand the recent changes to NEWS and explore their application within their own context.
- The networking highlighted the opportunity with Scottish Ambulance Service (SAS), primary care and acute care, and understanding their role in the deteriorating patient pathway and how it joins together.

**Deteriorating patients in Scotland**

Presenters: Calum McGregor, National Clinical lead- Acute Care; Wendy Nimmo, Associate Improvement Advisor – Acute Care, Healthcare Improvement Scotland

Wendy and Calum gave an interactive presentation in the form of a patient story, detailing the pathway from home to hospital and the recognition, escalation and treatment of deterioration.

**Person centred care planning**

During this session delegates heard from colleagues in NHS Forth Valley and NHS Lanarkshire on the approaches they have taken to person centred care planning. They described how implementation of ReSPECT (recommended summary plan for emergency care and treatment) and HACP (hospital anticipatory care plan) can support conversations and decisions with patients at risk of acute physiological deterioration.

Presenters: Lynsey Fielden, NHS Forth Valley; Robin Taylor, NHS Lanarkshire

**Recognising the deteriorating patient**

Delegates heard an update on NEWS 2, and from colleagues in NHS Highland on the approaches they have taken to implement NEWS 2 and their learning to date. The session also featured a presentation on improving communication processes for Acute Kidney Injury (AKI) alerts in NHS Lanarkshire.

Presenters: Karen Johnstone, NHS Lanarkshire; Maryanne Gillies, NHS Highland; Wendy Nimmo, Healthcare Improvement Scotland
The deteriorating patient – a community perspective

In this interactive session delegates heard from speakers from the Scottish Ambulance Service, Community Nursing and General Practice who presented their experiences of work around early identification of deteriorating patients. The session also included work on improving practice in patient observations, responding to the deteriorating patient, and improving the communication of NEWS at the interface of care.

Presenters: Andrew Parker, Scottish Ambulance Service; Carol Clayton, NHS Grampian; Graham Gauld, Healthcare Improvement Scotland

Realistic medicines

Helen Mackie,
Clinical Advisor to the Realistic Medicine team
Scottish Government

Helen delivered a presentation to demonstrate the links with Realistic Medicine and deteriorating patients and describe plans to embed the approach of Realistic Medicine in Scotland.

Communication and escalation for deteriorating patients

During this session delegates heard about recent research into the barriers to communication and escalation and the impact of different models of escalation on patient outcomes. The session will include opportunities for networking with colleagues to share their own experience in:

- Methods for overcoming barriers to escalation
- Models of escalation and their measurement
- Engaging teams in the improvement of communication and escalation

Presenters: Calum McGregor, Healthcare Improvement Scotland; Helen Hogan, London School of Hygiene and Tropical Medicine

Delegate feedback...

What they said about the day

- Excellent day – great learning opportunities
- Informative, clear and some good suggestions
- Meeting with members of different boards and areas allowed me to see the variety of ways patients are escalated and share my knowledge
- Very good and informative event
- Open discussions with other health board members – encouraged participation and debate from audience

How they felt

- As a team we should work together to ensure the best outcome for the patient
- Personal care planning – this is something I feel my area can actively work and improve on in relation to the HACPs
- Excellent food for thought
- I felt that sharing and experiences have helped reinvigorate desire for improvement

What they will take away

- Will look at other care planning (ReSPECT) when performing ACP’s and discussing DNACPR
- I will place more emphasis on what is the goal for the patient/resident, I will ask WHY?
- Working with NEWS, AKI and patient centred care altogether for better care
- Focus on trying to get a balance between living and a “good death”

Resources from the event can be found here: https://ihub.scot/spsp/acute-adult/deteriorating-patient/