

Barnet Health Overview and Scrutiny Committee comments can be found on Page 42-43 of North London Hospice (NLH) published Quality Account.

The actions taken on the committees comments are highlighted in bold below:

"The Committee noted plans to introduce a 'Hard to Reach Groups' programme to promote equal access to services for all potential users. The Hospice explained that although this was still being finalised, a group had now been established to work on the project and was planning meetings throughout the year. The Committee requested that information on the programme be brought back during the mid-year Quality Account's review."

**The Steering Group has overseen an initial exploration of priorities identified by CCGs, Local Authorities and other organisations like Hospice UK. Broad categories of need are described around end of life but there are no specific initiatives to respond to. Adopting the general categories, NLH has undertaken a variety of internal surveys with clinicians in order to form a picture of NLH's current response. These are currently being analysed and will inform further prioritisation. Alongside this, fruitful meetings have taken place with Substance Misuse and Mental Health providers in Barnet where some more tangible need has been identified. From this NLH are planning mutual training which could inform new models of practice.**

The Committee noted the introduction of an Outcome Star, currently named The "End of Life Star", and asked for more information about it. The Hospice explained that the Star is a collaborative piece of work with various organisations to achieve better training in hospices.

**Following collaborative workshops a draft "Preparation Star" has been designed and organisations involved trained to commence piloting the process. Those with NHS funding require ethics approval which has been submitted. Therefore, NLH is unable to proceed with piloting. It is hoped this will start in early 2018.**

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Fran Deane, Director of Clinical Services

Giselle Martin Dominguez, Assistant Director - Quality