



**Corcoran, Emma D. and Bennie, Marion and Akram, Gazala and MacRobbie, Alison and McCusker, Catherine and Findlay, Val and Harrington, Gill and Dunlop, Joyce and Watson, Anne (2017) Development of the NES online palliative care medicines training series for health and social care support staff. In: NHS Scotland Event 2017, 2017-06-20 - 2017-06-21, SEC. ,**

This version is available at <https://strathprints.strath.ac.uk/60701/>

**Strathprints** is designed to allow users to access the research output of the University of Strathclyde. Unless otherwise explicitly stated on the manuscript, Copyright © and Moral Rights for the papers on this site are retained by the individual authors and/or other copyright owners. Please check the manuscript for details of any other licences that may have been applied. You may not engage in further distribution of the material for any profitmaking activities or any commercial gain. You may freely distribute both the url (<https://strathprints.strath.ac.uk/>) and the content of this paper for research or private study, educational, or not-for-profit purposes without prior permission or charge.

Any correspondence concerning this service should be sent to the Strathprints administrator: [strathprints@strath.ac.uk](mailto:strathprints@strath.ac.uk)

# DEVELOPMENT OF THE NES ONLINE PALLIATIVE CARE MEDICINES TRAINING SERIES FOR HEALTH & SOCIAL CARE SUPPORT STAFF

Mrs Emma D. Corcoran<sup>1</sup>, Prof Marion Bennie<sup>1</sup>, Dr Gazala Akram<sup>1</sup>, Mrs Alison MacRobbie<sup>2</sup>, Dr Catherine McCusker<sup>3</sup>, Ms Val Findlay<sup>4</sup>, Ms. Gill Harrington<sup>2</sup>, Ms Joyce Dunlop<sup>5</sup>, Prof Anne Watson<sup>4</sup>

<sup>1</sup> Strathclyde Institute of Pharmacy & Biomedical Sciences (SIPBS), University of Strathclyde <sup>2</sup> NHS Highland <sup>3</sup> NHS Greater Glasgow & Clyde <sup>4</sup> NHS Education for Scotland <sup>5</sup> Macmillan Cancer Support

## BACKGROUND:

Previous Macmillan Cancer Support and Health Board funded palliative care pharmacy service evaluations in NHS Greater Glasgow & Clyde (urban) and NHS Highland (rural) <sup>(1-4)</sup> observed a steady integration of the community pharmacy team into local palliative care services. Frontline staff in General Practice, Community Pharmacies and Care Homes in these areas were found to lack knowledge about palliative care medicines amongst their patient group. Both evaluations resulted in the development and testing of training materials in a variety of face-to-face and online formats and for different support staff.

## AIM:

To synergise, maximise and spread the learning from both projects through the development of a national palliative care medicines-focused online training resource for health and social care staff, made available via NES and tested on staff working in both urban and rural settings. This supports the 2020 Vision by providing an accessible resource to engage health and social care staff in the provision of integrated care. It enhances the role of Primary Care by empowering staff to signpost patients, reducing the burden on Secondary Care. It integrates health and social care by providing material applicable for a variety of staff, and works towards improving the way unscheduled care is delivered, upskilling staff to help patients at the point of need.

## METHODS:

The content of current palliative care strategies / initiatives and education / training already available in Scotland was identified and combined to produce a set of bespoke training modules for three types of staff groups:

### GP Surgeries:

- Training needs and potential participating practices identified via a self-administered questionnaire by project team

### Community Pharmacies :

- Potential participating Pharmacies identified by the project team and wider stakeholders

### Care Homes :

- Potential participating Care Homes identified via previous evaluation project Steering Group and current project team.

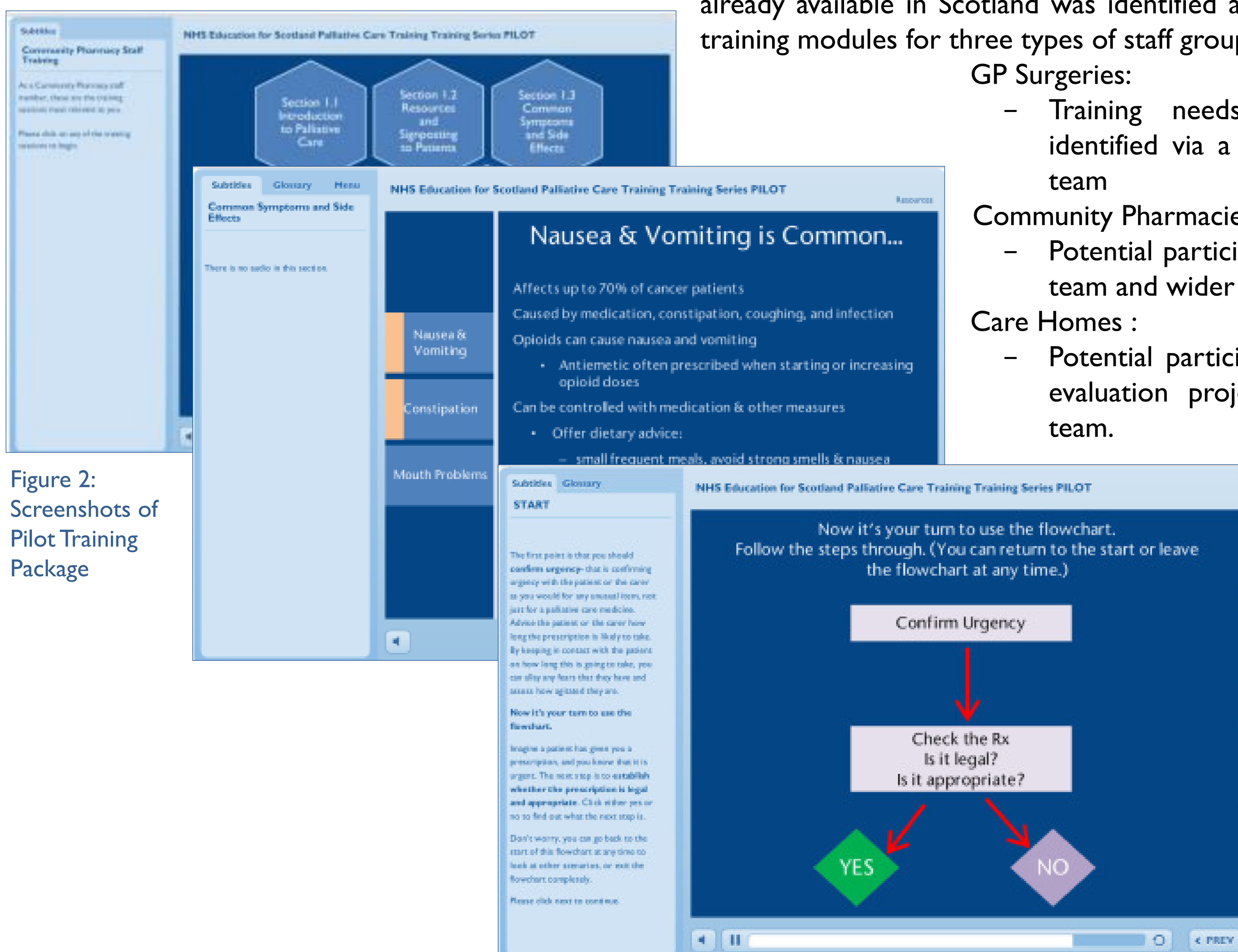


Figure 2: Screenshots of Pilot Training Package

The pilot training package was launched by NES in July 2016., and participants were asked to complete the training sessions within 6 weeks.

Participants were prompted to complete an online Impact Assessment Questionnaire developed and utilised in a previous evaluation project at the end of each session to explore usefulness and potential training impact. Feedback was also provided by other key stakeholders in palliative care.

## OUTCOMES:

All participants (GP Practice staff = 11, Community Pharmacy staff = 9 and Care Home staff = 30) agreed the online training package was useful and sufficiently difficult. Participants liked the format and felt the training was “informative” and “easy to access”. Staff reported managers were supportive of them undertaking the training. The training provided a good introduction and for some, a refresher to palliative care. Some participants provided examples of how they had applied the training in the workplace.

This engaging and accessible resource provides education to frontline health and social care teams and is now available nationally via NES. It supports the 2020 Vision for the provision of integrated care by frontline staff.