

A Service Evaluation of Professional Visitors

Rewarding but Requires Resource



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Background

Hospices have traditionally been seen as experts in end of life care, but we also have expertise in volunteer management, data and digital and managing collaborative relationships with partners such as the NHS. One of our strategic aims is to share our knowledge and expertise.

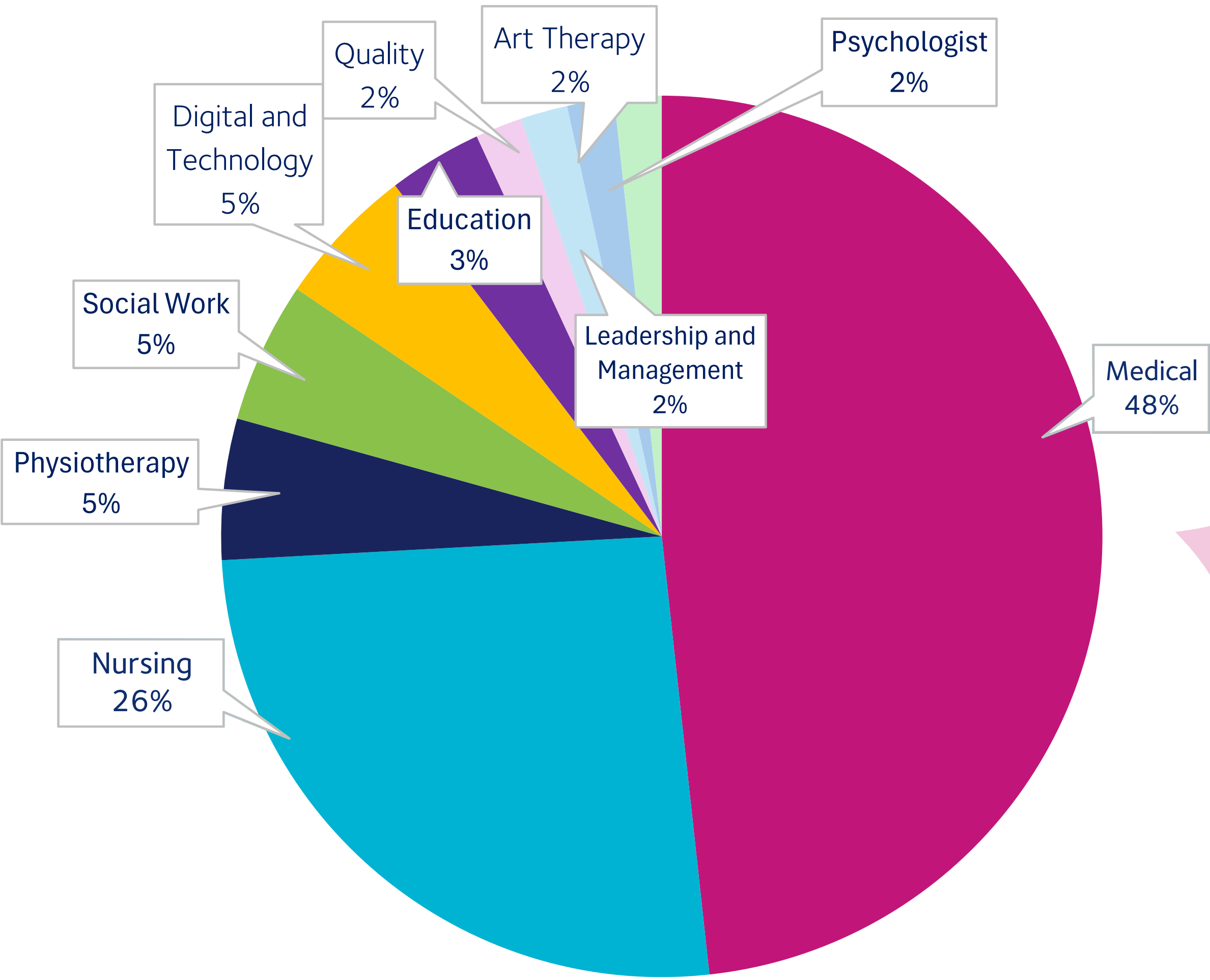
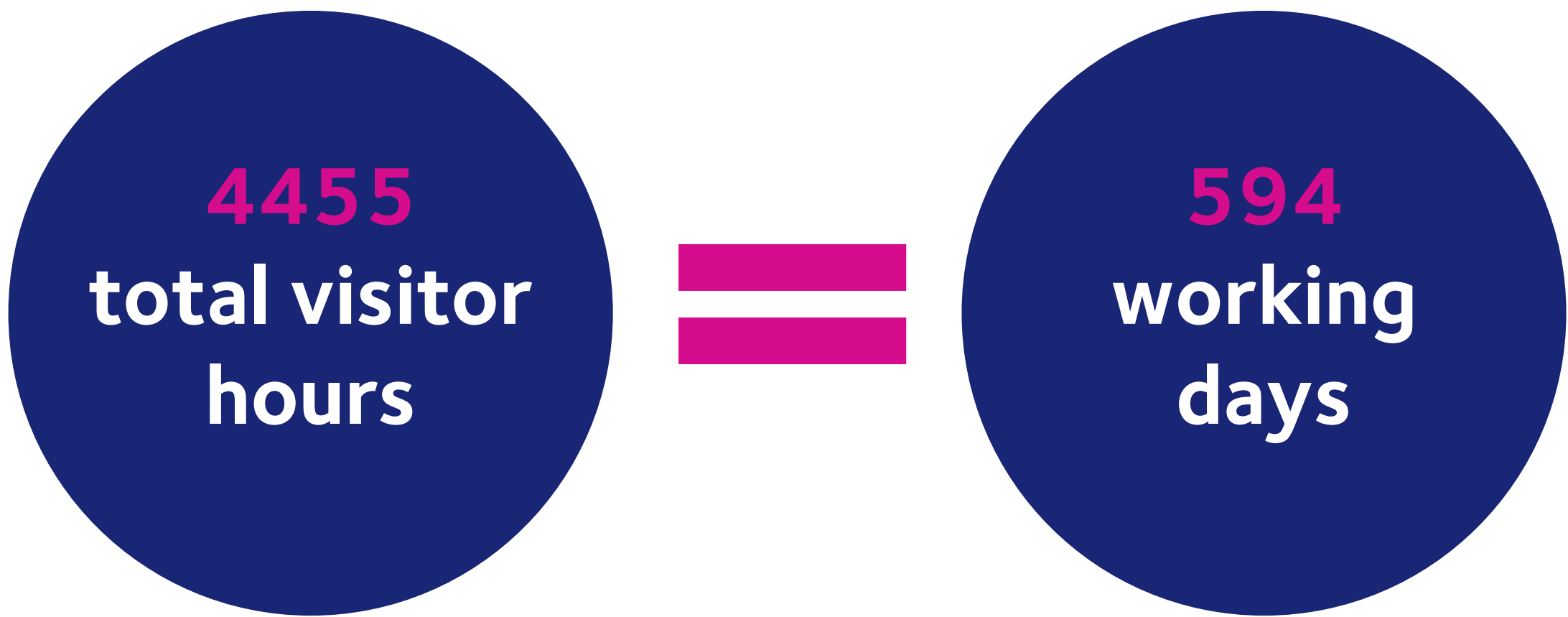
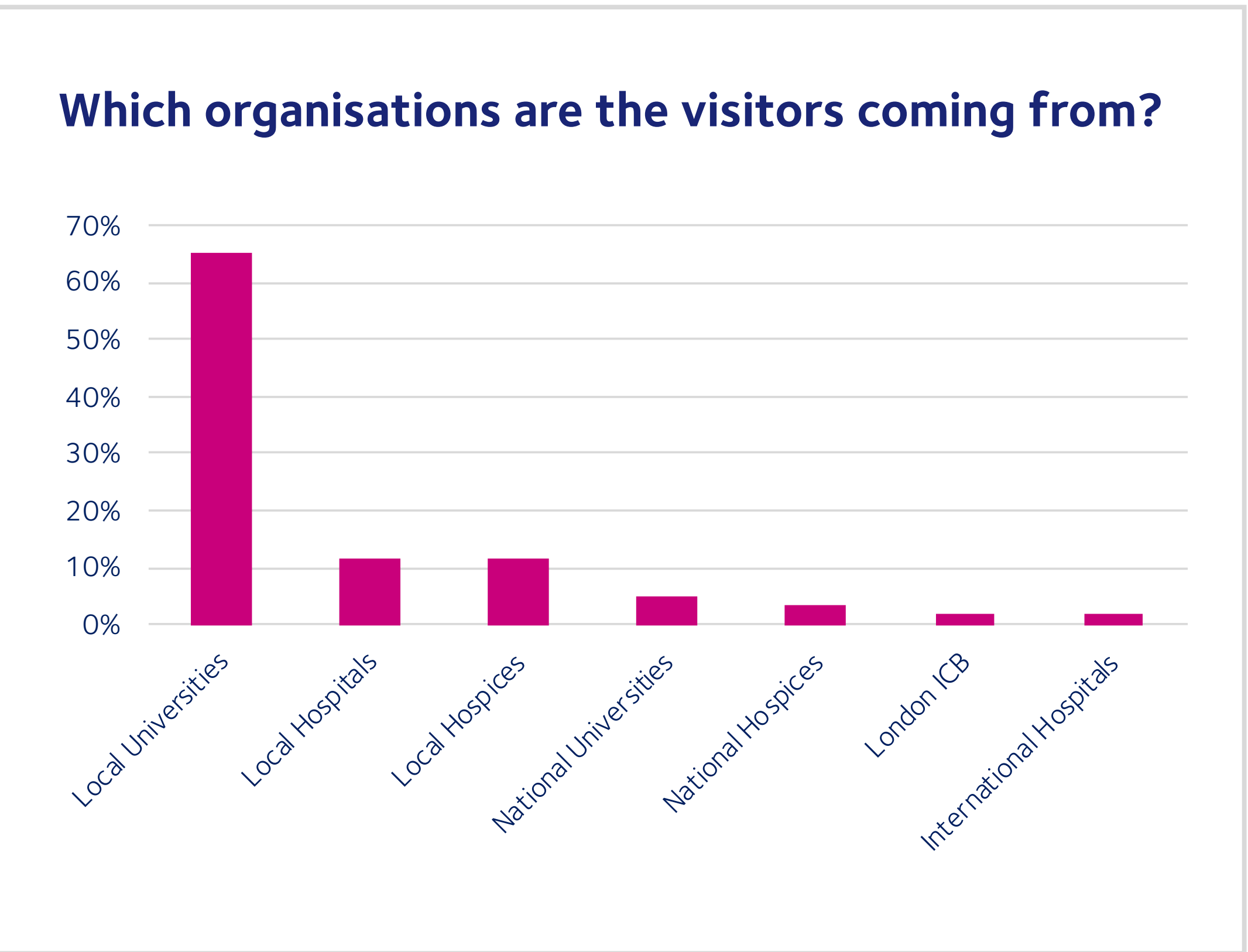
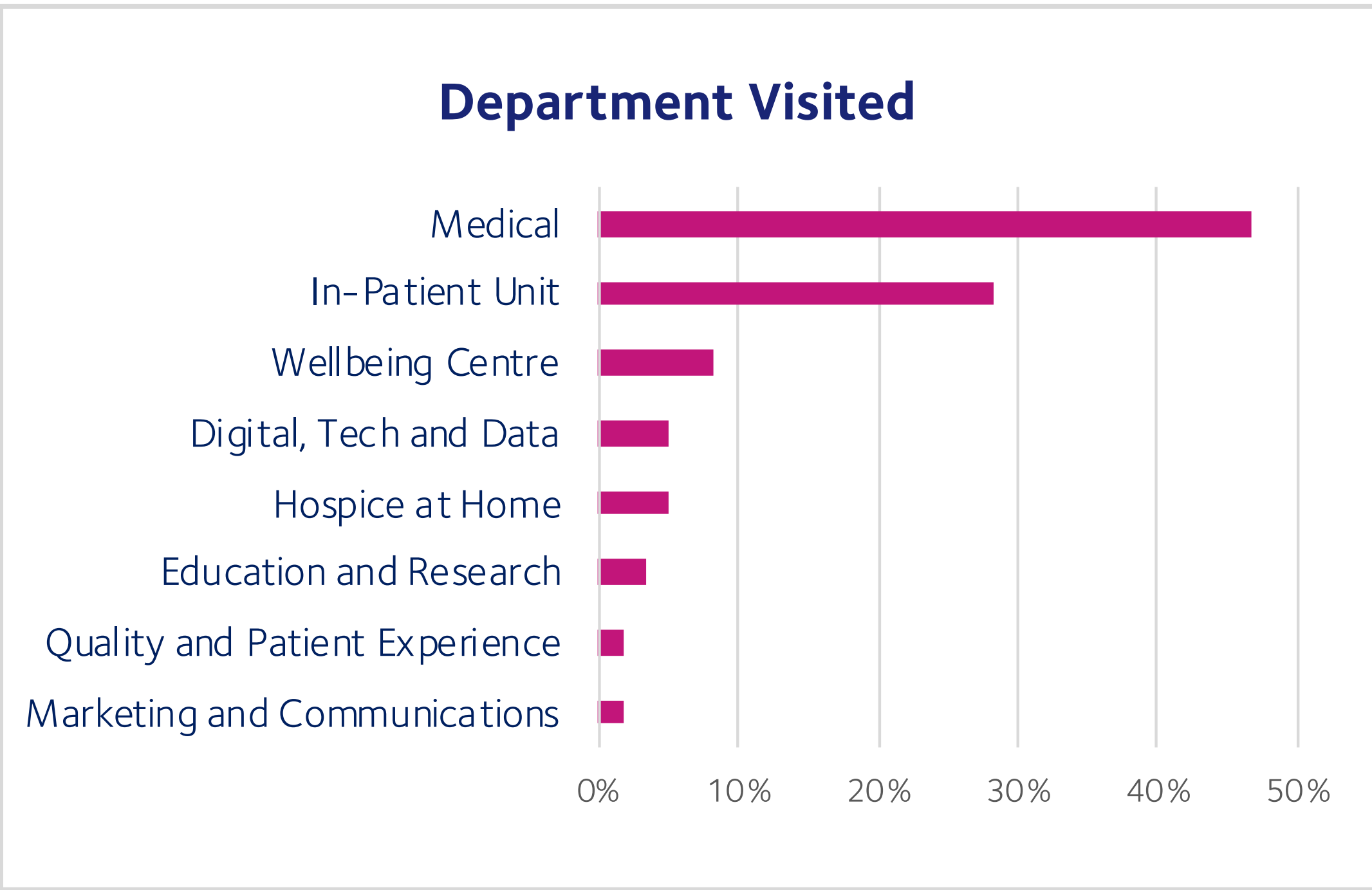
Aim

The aim of this service evaluation was to quantify the amount and type of professional visits we host, where the visitors are from, how much time they spend at the Hospice and what feedback we receive. The data will be used to inform discussion about how we manage visitors in the future.

Method

In April 2023 we began collecting data about professional visitors. Professional visitors were defined as people who attend the Hospice with the specific aim of learning from us about an area of our work. They are additional and distinct from the learners who attend our educational events and programmes. We included virtual and face to face attendance. In April 2024 we summarised and analysed the first year of data and presented our results.

Results



During the year we received a total number of 60 visitors, 74% were nursing or medical learners. 80% of visitors are observing practice with the intent of learning about psychological support, education provision, data and digital, physiotherapy, leadership and management, quality assurance, art therapy and social work.



- Outcomes and Potential Impact
- A better understanding amongst generalists of symptom management
 - Increased understanding of the nature and benefit of holistic care
 - An appreciation of the need for forward planning
 - Improved working collaborations
 - The opportunity for patients being better informed about our services
 - Raising the profile of Princess Alice Hospice work
 - Attract future palliative care workforce

Conclusion

As an organisation we recognise that we need to be supporting learning of our system and sector partners. We wish to continue to do this. The service evaluation allows us to highlight this aspect of our work and decide how to make it sustainable. We have subsequently initiated a review of the payments received via tariffs for different professional groups and raised awareness amongst staff of the positive impact of hosting Professional Visitors.

"Understanding antiemetics/pain relief. Understanding requirement of palliative care in the community. Great to hear about what it's like to be a palliative care doctor."

"The different pathways by which people can be referred to and access palliative care."

"The role of palliative care in supporting a huge cohort of patients with their quality of life."

"Holistic care, patient centred ward rounds, how to diagnose and document death, how hospices work."

"Role of clinical nurse specialist. How hospices are run and funded. Communication and rapport with patients at end of life or approaching."

"Understanding how holistic palliative care is and how important communication skills are in this specialty."