



Recommended Summary Plan for
Emergency Care and Treatment

Next Steps...

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Ideas from this morning

- The patient and relative voice is important and we need to keep listening: Mr and Mrs Daniels said ReSPECT should:
 - “cross all health care settings and work for everyone”
- Involve all stakeholders across a health care setting
 - Consider a local engagement day
- Think about the business case to help make it happen – and think about the national opportunities
- Culture change is slow but it does happen : 2% to 10% in 18 months
- We are a diverse and committed group

Wish list – Education

- Learning Resource
 - Integrated with mandatory training
 - Track who has done it
 - ? More challenging/ thought provoking content/ bad forms as well as good forms
- Guide for children
- Staff poster
- “What do I do with this form now?” - guide for patients to take home with them

Wish list patient and public involvement

- Ensure engagement on individual, group, and community levels – different strategies need to be developed for each
- Central public engagement materials/ guidance?
 - from RC(UK) and partners
- Active involvement of other patient groups –
 - eg Age UK? National Voices?

Wish list - policy and integration with national

- Nationally – links with other initiatives eg NHS Scotland Realistic Medicine, NHS England Right Care... but make sure we can keep patient care at the centre of our priorities (and keep message clear)
- Locally – ? Quality and Outcome Framework (QOF)
 - BUT
- ...putting hard incentives in can change a relationship into a process which needs to be completed (and distorted by the media)
 - An alternative to have x% been completed might be:
 - Have you educated all of your GPs?
 - Have you raised public awareness in this area
 - Are you ready for ReSPECT

Wish list - Digital

- Universal Accessibility – which platform could host? – could commissioning help?
- Make sure that interoperability is a prerequisite before a new system is taken on

Final Messages

- Keep the “can-do” approach! (Mr and Mrs Daniels)
- Lots more to do, but all committed to improving the care patients receive
- Iterative approach – the strength of our diverse perspectives
 - Wisdom of crowds rather than horse by committee

Exciting times....We Need YOU!!

- Please join the hub:
 - feed back your experiences,
 - share your resources,
 - keep the conversation going
 - Consider joining one of the working groups
 - Digital
 - Education
 - Patient and Public engagement
 - Document Update
 - Scientific and Evaluation
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