

Report & Feedback from the ABMU workshop: Serious illness conversations and pac-planning.

Held Morryston postgraduate centre, 27th June 2018

Day supported by WG End of life board funding – as applied for by the welsh managed paediatric palliative care network. A team of ABMU professionals devised the content for the day . The team included palliative care consultant, 2 x general paediatricians, Neonatal consultant, trainee in PPM, OT, Pharmacist, POONS, CNS pall care, Ty Hafan rep

15 facilitators, pulled from paediatric palliative care within ABMU and managed clinical network / Paediatric consultants from ABMU/ Hospice and Clinical nurse specialists in paediatric palliative care – supported on the day. Administration and registration was supported by Amanda Young (ty Hafan).

Outside speakers : Dr Jo Hayes Cardiff university

Dr Richard Hain , all wales managed clinical network, childrens palliative care

Miss Chelsea Corbett (young person) via TFSL

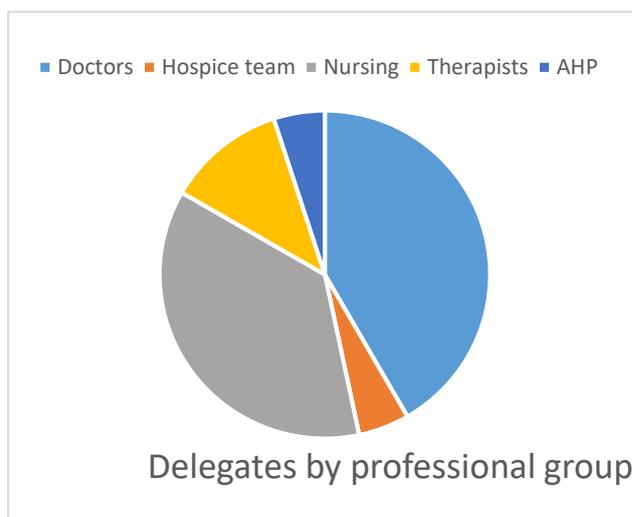
Rhiannon Thomas (WAS)

Mike Tobin (SNOD)

DI Ricky Price (South wales police)

With assistance from Mark Jermin management for actors.

The day was held in Morryston postgraduate centre on the Morryston campus: Utilising the small lecture theatre and 6 additional break out rooms. 60 delegates booked to attend the day + 24 additional facilitator / speakers / actors



DOCTORS (25)

- 1 GP
- 10 Senior paediatricians
- 9 general Trainees
- 5 Neonatal trainees

NURSES (22)

- 5 ward / acute areas
- 2 specialist
- 5 Neonatal
- 10 Community team

THERAPISTS

- 1 OT
- 2 S<
- 1 Physio
- 3 Play therapists

1. Delegates were asked to rate the following on a scale of 1 (disappointing) to 5 (exceptional):

- Day overall – 100% thought it was very good (37%) or excellent (63%).
- PAC plan plenary- 100% thought it was very good (36%) or excellent (63%) : 1 omitted this question.
- Small group pac-plan work : 100% thought it was very good (36%) or excellent (63%) : 1 omitted this question.
- Communications skills lecture & goldfish bowl demonstration: 97% thought it was very good (41%) or excellent (56%) : 1 (3%) felt it was adequate.
- The afternoon communication skills groups: 87% thought it was very good (2%) or excellent (85%) : 5 (13%) felt it was adequate.
 - 1 commented “Good idea, but felt uncomfortable doing role play”
- Session on Young person’s personal views: 90% thought it was very good (33%) or excellent (57%) : 5 (10%) felt it was adequate.

2. 100% of respondents felt the facilitators were friendly, knowledgeable & professional.

3. 95% indicated that they would be interested in attending a second, more detailed workshop next year?

4. 100% indicated that they would recommend this workshop to a friend? Reasons why included:-

" Very good to have an awareness of PAC plans and the importance of communication skills in every day practice" "It will be important to know the communication best" "I have learnt a lot about difficult conversations" " very informative, allowed sensitive topics to be discussed in a sensitive and supportive way" " Role play invaluable - thankyou" " To familiarise with the pac plan, real life like scenarios" " excellent, very informative" " enjoyable, informative" "Good to develop skills / knowledge in safe environment" " Positive training for com skills" "Learnt a lot from discussion" " Very informative ! Really enjoyed. Relevant to my role." " I learnt lots, good skills & Tips" " Very informative, excellent training opportunity" " It's integral to the role of all professionals and something which can always be improved" " It is unique" " Excellent chance to learn about something that is so important" " Topic is interesting and in area of work that training is limited", " Reflective - gained knowledge and skills" "It was a very good day and gave useful information" " Knowledgeable facilitators, good content coverage, excellent small group sessions ", " Interesting interactions and knowledge sharing" "Useful for anyone working with children with life limiting conditions" " So informative, thoroughly enjoyable" " Found the day very informative & Helpful" "It's useful to talk through and practice difficult conversations" " Relevant to all areas" "Really informative, gaining knowledge from different professionals ", " Focus on communication, practical and will change practice" " Very informative, nice approach to sessions"

When asked “Was there anything you hoped we would cover, that was not included today?”

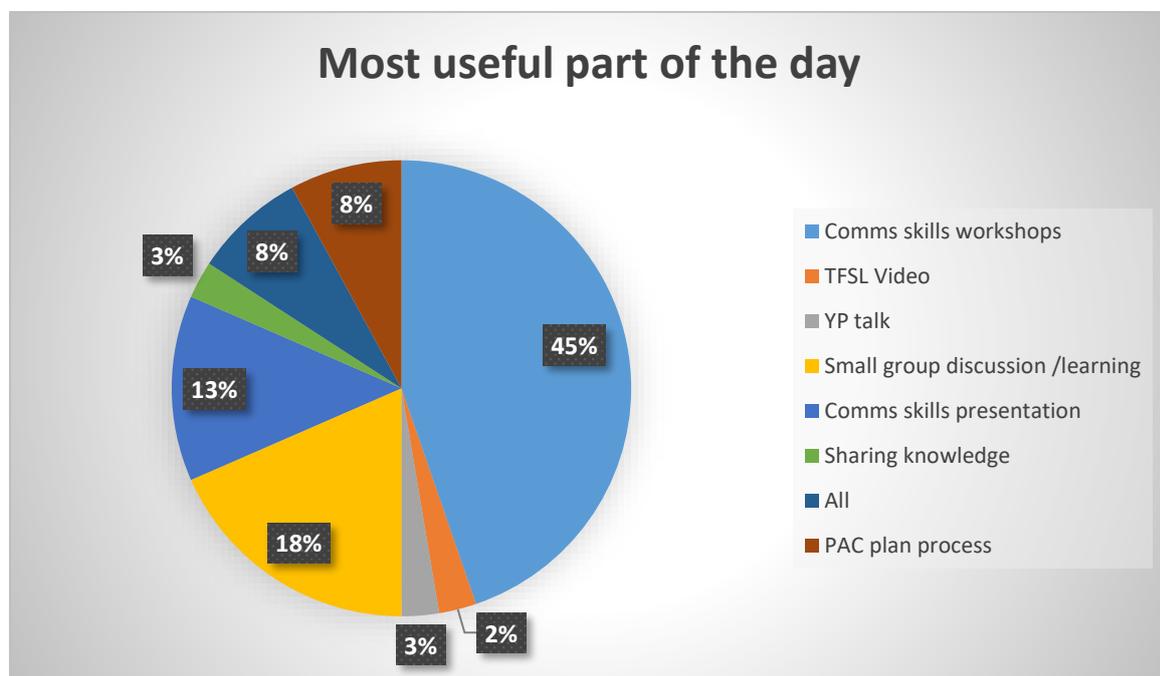
" I have done a few pac-plans before, so expecting more than what I already knew",

"Plans - e.g hospital passport, which can be used when a family not ready for formal pac plan", " what to suggest for families who do not want to engage or when relationships breakdown"

" Time to cover more difficult conversations - angry, sad, depressed" ,

" Bereavement, complaints", " Practical ideas / suggestions how to support siblings"

When asked: “What did you find the most useful part of the day?” The key themes emerging were



The take home messages (as expressed by delegates) were:-

- Listen more, reflect statements back on to parents
- Lots of comms skills tips including repeating parents language back to them to explore views / discuss benefits of the pac plan and that it's actually a really useful practical (not too long) document.
- Take a silence moment and communication between teams
- Communication and how you talk to people
- Use silence
- Focus on life and how to make it happy and less on the medical aspect when discussing with parents and patients
- How to communicate using 6 point tool kit
- It's a privilege to experience this with the families - so embrace and be brave

Enjoyed every bit - thankyou x

Thankyou for a fab day

An excellent day - I have learnt loads

Excellent use of actors - thankyou Chelsea for sharing your experience. I've taken away many tips for my future encounters and greatly value you coming to Swansea.

Keep bringing actors, they were really good.

Amazing learning opporunity enabled by a young person's view

well organised, very interesting - triggering reflection of practice

Chelsea's talk and Q&A was very powerful. Also really enjoyed the small group communication stations - felt a secure environment to practice these skills.

Extremely relevant and targeted to suit the audience. Encouraged to apply to our own practice which was great. Fantastic faculty, really supportive and knowledgable, multidisciplinary aspect excellent.

thankyou

Has been an excellent session: very useful tips for structuring difficult conversations. It's been very helpful to use the pac plan and discuss how it should be filled out and how all of the agencies are involved and the distribution of the plan.