

NACEL

Quality Improvement Webinar

Improving Patient and Carer Experience

18th June 2026



National Audit of Care
at the End of Life

Auditing last days of life in hospitals



Agenda

12:00 – 12:05	Welcome and NACEL updates	Jessica Moss, NACEL Quality Improvement Lead
12:05 – 12:10	Patient and Carer Tool	Jessica Moss, NACEL Quality Improvement Lead
12:10 – 12:25	Hearing Lived Experience: A Conversation with Our Guest Speaker	Gavin
12:25 – 12:40	Using Case Studies from GPC to think about local improvement work	Dr Rosie Bronnert, NACEL Quality Improvement Clinical Advisor
1240 - 1250	Next steps	Jessica Moss, NACEL Quality Improvement Lead
12:50 – 13:30	Open forum, reflections & questions	Jessica Moss, NACEL Quality Improvement Lead



NACEL Updates



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

NACEL updates

Patient and Carer Tool developments

<https://www.nacel.nhs.uk/for-patients-and-carers>

Community of Practice

<https://www.nacel.nhs.uk/qi-community-of-practice>

Impact Compendium 2025

www.nacel.nhs.uk/impact-compendium

Good Practice Compendium 2025

www.nacel.nhs.uk/good-practice-compendium



Patient and Carer Tool

**Jessica Moss,
NACEL Quality Improvement Lead**



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

Auditing last days of life in hospitals

Select your hospital

Select your hospital from the list below to see their results for each area.

[Hospital Name]

Accessibility

You can customise your experience — including text size, screen contrast, and language — by clicking the accessibility icon in the bottom-right corner.

Feedback

We would love to hear what you think so we can continue to make it better.

Send your Feedback

Dying person had discussed personalised care and support planning

Spiritual/religious/cultural needs of families and others were assessed

Dying person was given enough pain relief to treat symptoms

Hospital care and support rated as excellent or good

Hospitals with face-to-face specialist palliative care (8 hours a day, 7 days)

What does this data tell me?

My Hospital's Result

Regional and National Comparisons

Resources and Support

What does this data tell me?

Proportion of patient clinical notes with documented evidence that the patient participated in personalised care and support planning (advance care planning) conversations

Personalised care means talking to someone about what matters most to them about their health and care. These talks help doctors and carers understand what the person wants and needs.
These conversations can happen in hospital or somewhere else like at home.
If someone is dying in hospital, it's really important that the hospital team knows what the person said in these talks. This helps the team try to give care that respects their wishes and supports them in the best way possible.
This report looks at care between 1st January and 31st December 2025.

See the source for this information

My Hospital's Result

[Hospital Name]

Latest Result (2025)
78%

Previous Result (2024)
75%

Year-on-Year Change
+3%

In 2025, the hospital result is 3 percentage points higher than in 2024. This change may reflect differences in performance, year-on-year variation, or changes in the patient sample.

Regional and National Comparison

[Region, Country]

Regional Comparison

Min: 67% 70% 72% 75% 78% 79% Max: 81%

My Hospital: 78%

In 2025, the hospital is in the second-highest quintile compared with other hospitals in the region, suggesting above average performance.

National Comparison

Min: 62% 70% 72% 75% 77% Max: 89%

My Hospital: 78%

In 2025, the hospital is in the highest quintile compared with other hospitals across England, Wales and Jersey, suggesting above average performance.

Resources and Support

Title of Resource
More detailed information about the resource of support.
Download or link

Title of Resource
More detailed information about the resource of support.
Download or link

Title of Resource
More detailed information about the resource of support.
Download or link

Email sent to England and Jersey on 1/6/26 to Hospital CEO, Medical and Nursing Director, NACEL PL & Deputy. (Same email sent to national and regional teams with own dissemination list.) Wales email 17/6/26.

Please circulate information to Communications Team, Medical Examiners, Quality and Governance Leads, Patient Experience Leads and ICB Palliative Care and End of Life Care Lead/ Health Board Quality & Improvement teams.

We recommend you do the following:

- **Familiarise yourself with your data:**
- **Read through the Frequently Asked Questions**
 - The document includes information and resources about how to find your data, what to do with your data, how to communicate with staff, support information for staff and how to manage patient and carer feedback.
- **Sign up to NACEL drop-in session in July**
- **Watch recorded drop in from June with a demo of Phase 2 of the tool here**
<https://www.nacel.nhs.uk/events/drop-in-session-020626>
- **Familiarise self with the process that was undertaken to scope and develop the Patient and Carer Tool**

If you have any questions, please don't hesitate to contact the NACEL Support Team at
nhsbn.nacelsupport@nhs.net



Hearing Lived Experience: A Conversation with Our Guest Speaker - Gavin



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

Using the NACEL Good Practice Compendium (GCP) to support local improvement



Good Practice Compendium

NACEL Quality Improvement

[About](#)[Documents/Videos](#)[Impact Compendium](#)[Community of Practice](#)[Tools and Support](#)

Good Practice

The Good Practice Compendium brings together examples of good practice and improvement shared by hospitals through NACEL. These initiatives improve efficiency, and supporting better outcomes for service users and staff.

In 2024, 68 case studies were selected to be added to the compendium. In 2025, 69 case studies were selected to be added to the compendium.

You can use the filters below to explore examples of good practice and click **Find Examples** to view relevant examples of good practice that change across the system.

Visit our dedicated [Case Studies page](#) to explore examples of good practice.

If you wish to make contact with any case study author, please email bn.nacelsupport@nhs.net.

Submission Type

Select a submission type...

Themes

Select a theme...

Primary Driver

Select a primary driver...

Keyword Search

Search by keyword...

Find Examples

Clear

Select a primary driver...

Actions to meet the holistic needs of the dying person

Actions to meet the holistic needs of those important to the dying person

Equitable care

Individualised management of symptoms

Personalised care and support planning

Recognition of dying

Timely review of the dying and deceased patient

Workforce supported, equipped and engaged to provide end of life care



Case Examples from GCP

Hospital	Focus
Northumbria Healthcare NHS Foundation Trust	Measures to create a home from home environment for people who are dying –lead by AHPs
Guy's and St Thomas' NHS Foundation Trust	A range of activities with a focus including respectful awareness project and 'Let's Talk' Advance Care Planning Resources
East Lancashire Hospitals NHS Trust	Improvement in care by focusing on engagement, senior lea



Northumbria Healthcare NHS Foundation Trust

Haltwhistle, Alnwick, Berwick and Blyth Community hospitals

Northumbria Healthcare NHS Foundation Trust

2024

Aim: How can we develop resources to support our patients and families? This project aimed to create a 'home from home' environment.

Methods: RITA lite (reminiscence/rehabilitation and interactive therapy activities, as well as a light projector) and ability to stream music in a peaceful environment, were introduced. Feedback from families was reviewed.

Target audience: Patients and their carers, as well as enhancing confidence of healthcare professionals in supporting patients and carers at the end of their lives.

Top 5 results: Outcomes:

1. Collaboration with inpatient occupational therapy and nurse for screening of appropriate patients and collation of data.
2. Supporting ward staff with any training for set up and use of resources.
3. Promotion of the project at engagement events, in-service meetings and development of a poster for Trust-wide dissemination.



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

Northumbria Healthcare NHS Foundation Trust

- The light projectors and storage drawers were purchased through donated funds, with further application via charitable funds
- Collaborative project led by Specialist Palliative Care Occupational Therapist, with input from MDT
- Resources available to end of life patients on the ward (17 beds)
- Evaluation has also identified that ward staff would find more palliative care training beneficial



Guy's and St Thomas' NHS Foundation Trust

Guy's and St Thomas' Hospitals & Royal Brompton and Harefield Hospitals

Guy's and St Thomas' NHS Foundation Trust

2024

Aim: 1. Respectful awareness on wards to improve quality of care of the dying and better meet the needs of families through an end of life care symbol and more holistic environment.

2. Let's Talk Advance Care Planning programme.

3. Geriatrics advance care planning quality improvement project.

4. Training renal health care professionals regarding advance care planning conversations.

Target audience: Ward staff, all clinical staff, patients, carers and public.

Top 5 results: 1. Ongoing pilot, not yet Trust-wide but we have had positive initial feedback from staff and families.

2. Advance care planning materials including advance statement template, advance care planning section in the new electronic patient record including patient access, external public advance care planning web pages with analytics reported to the steering group.

3. Increase number of advance care planning in the older persons unit.

4. Published renal advance care planning training materials on King's Health Partners website.



National Audit of Care
at the End of Life

Auditing last days of life in hospitals



Let's talk: advance care planning

- Clear public facing information
- Created with involvement from patients and families
- Let's talk: advance care planning - Overview | Guy's and St Thomas' NHS Foundation Trust

Let's talk: advance care planning

- [Overview](#)
- [Where you can be cared for](#)
- [How to record your wishes](#)
- **Decisions about treatment**
- [Organ and tissue donation](#)

During your time in hospital, we talk to you about your condition and treatment options. It's important that we decide the right plan together.

You also need to think about what would happen if you could no longer tell us what you want. If you become very unwell, you might not be able to make these decisions.

We can support you to think about what you might want if you become very unwell. We then know how you would like to be cared for. This could include treatments that you would want, or would not want, if your condition gets worse.



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

Let's talk advance care planning: films



আসুন আলোচনা করা যাক: এডভান্স কেয়ার প্ল্যানিং (Let's talk: Advance care planning - Bengali)

Guy's and St Thomas' NHS Foundation Trust • 27 views • 4 months ago



Vamos conversar: planeamento antecipado de cuidados (Let's talk: Advance care planning - Portuguese)

Guy's and St Thomas' NHS Foundation Trust • 35 views • 4 months ago

A collection of short films that show a diverse group of people sharing their experiences of advance care planning, and what it means to them.

For more information, including how to make a plan, visit:

<https://www.guysandstthomas.nhs.uk/letstalk>



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

East Lancashire Hospitals NHS Trust

Aim: The aim of the trust strategic priorities for 2025/26 is to improve compassionate advance care planning, earlier recognition of dying patients and senior medical engagement. Challenges to improvement include constraints on training delivery, fragmented and unreliable digital information sharing, and a need for enhanced data reporting and insight.

Target audience: Embedding of a dedicated end of life and bereavement team that is separate from the specialist palliative care team has been a big contributor to the significant improvements seen in the Trust NACEL audit results.

This has allowed a large increase in the amount of training on care of the dying and bereavement that is being delivered

Top 5 results: Significant improvement in bereavement survey and key indicator results across multiple measures which have improved us to above regional and national average for all key indicators.

Reduction in complaints to medical examiners by 25%.

Successful engagement work with local Muslim community about issues related to DNACPR and care of the dying.

Roll out of electronic individualised plan of care into EPR record



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

East Lancashire NHS Trust

Developed 4 strategic priorities :

1. Supporting Patients, Families and the Community
2. Holistic End of Life Decision Making
3. Training the Workforce
4. Holding the Organisation to Account



National Audit of Care
at the End of Life

Auditing last days of life in hospitals



Case Study

NACEL Case Study East Lancashire



Methodology

1. Supporting Patients, Families and the Community

- **Strengthen community engagement and develop culturally appropriate end of life resources:** Meetings held in local mosques provided opportunities to hear community views and offer education on symptom management, DNACPR decisions and available support. These were well attended with positive feedback, and plans are in place to continue and expand to larger events.
- **Develop bereavement support for families and carers:** A designated bereavement suite is now regularly used, with in-reach support provided to areas such as the emergency department and critical care following sudden or unexpected deaths. The end of life care and bereavement team deliver training on care after death, have audited this work and are progressing further quality improvement activity.
- **Recruit and train volunteers to support end of life and bereavement services:** One volunteer has been recruited to sit with patients who are dying without visitors and to make some bereavement calls. A volunteer competency framework has been developed, with plans to recruit and train more volunteers over the next 12 months.



Next Steps

**Jessica Moss,
NACEL Quality Improvement Lead**



National Audit of Care
at the End of Life
Auditing last days of life in hospitals

NACEL Quality Improvement
Webinar Feedback - June 2026



NACEL updates



Good Practice Compendium

The Good Practice Compendium brings together examples of innovation and improvement shared by hospitals through NACEL. These initiatives highlight practical, real-world approaches to enhancing quality of care, improving efficiency, and supporting better outcomes for service users and staff.

In 2024, 68 case studies were selected to showcase good work based on the narrative that was submitted from hospitals to the NACEL Hospital/Site Overview. In 2025, a further 66 case studies were selected to be added to this compendium.

You can use the filters below to explore examples by submission type, theme, or [primary driver](#), or search by keyword to find specific areas of interest. Select one search method and click **Find Examples** to view relevant submissions. Each example includes the organisation and service it relates to, and is intended to help spread learning and inspire change across the system.

If you wish to make contact with any case studies, please email NACEL Support at nhsbn.nacelsupport@nhs.net.

Submission Type

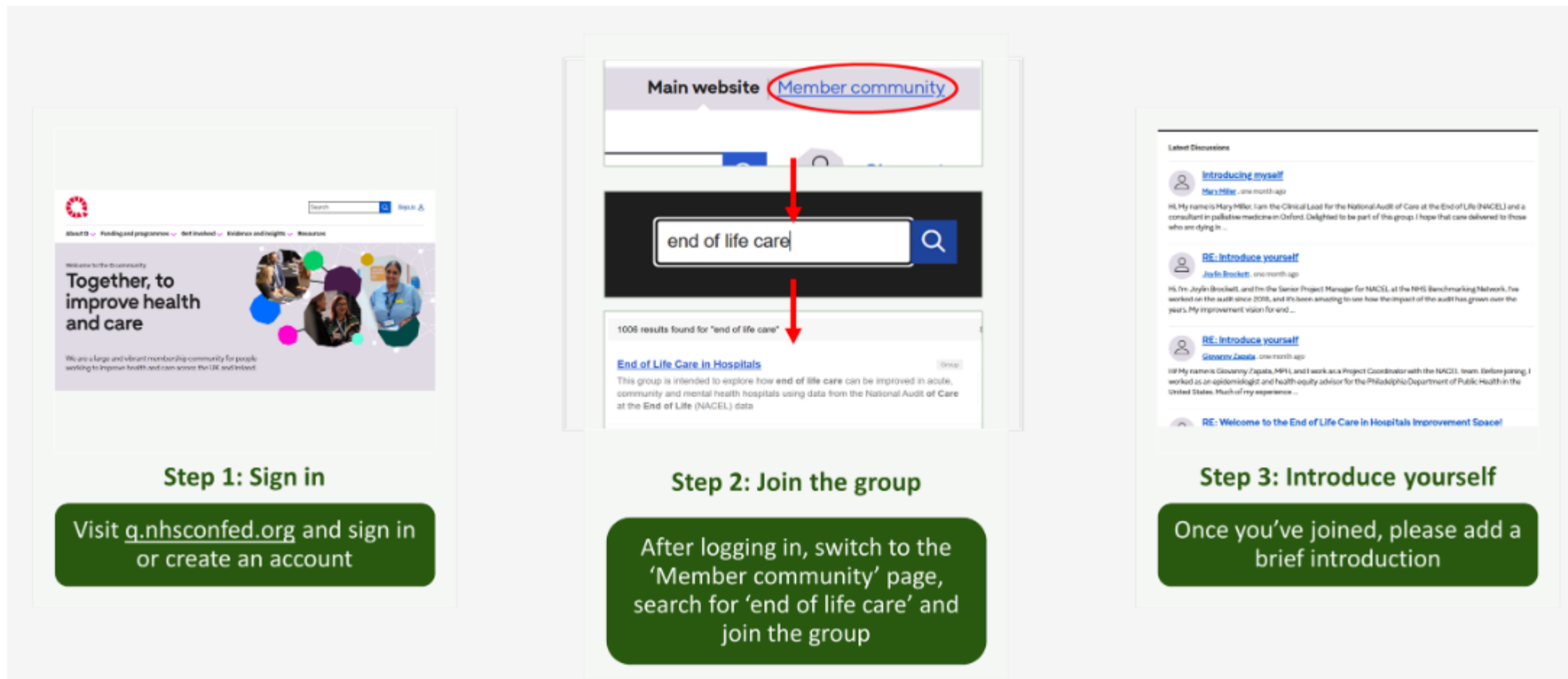
Themes

Primary Driver

Keyword Search



Community of Practice



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

[Join our Community of Practice](#)



Next Steps...

- Ensure the conversation is live and plans are being discussed in your hospital about the upcoming NACEL Patient and Carer Tool – releasing hospital data to the public <https://www.nacel.nhs.uk/news/patient-and-carer-tool-information>.
- Access the DIT to review your results
- Visit the NACEL Portal QI pages to access documents, tools and templates: www.nacel.nhs.uk/qi-tools
- Sign up for the next events: <https://www.nacel.nhs.uk/events>
 - Patient and Carer Tool drop in session – 21st July, 12:30-13:30
 - QI Webinar – 15th October, 12-13:30 The State of the Nations Report and National Recommendations
- Keep in touch!



Open Forum, Reflections and Questions

All



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

Evaluation

Please share your feedback on the session:

<https://forms.office.com/e/cQA21wFDzZ>

NACEL Quality Improvement
Webinar Feedback - June 2026



National Audit of Care
at the End of Life

Auditing last days of life in hospitals

