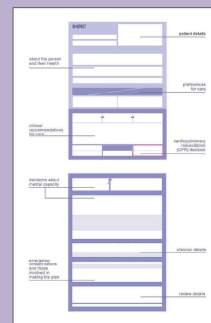


ReSPECT

Patient Safety Team and Cara Finlay, Year 5 Medical Student, School of Medicine, Dundee



ReSPECT (Recommended Summary Plan for Emergency Care and Treatment)

ReSPECT is a process that involves a conversation between patients and healthcare staff to create individualised recommendations for a person's clinical treatment in an emergency situation where the patient is not able to decide for themselves or communicate their wishes.

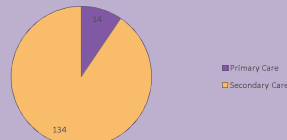
What are we trying to achieve?

To adopt the use of ReSPECT as an Emergency Care Planning tool in Primary and Secondary care across Tayside with person centredness and shared decision making as core values, using the NES digital ReSPECT app to share electronically across Health Care Platforms (Clinical Portal and DOCMAN).

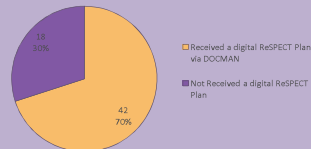
The journey so far

- 47 Awareness sessions and system demos completed (on line and in location)
- 341 Awareness Learnpro completions
- 99 Digital App Learnpro passes
- Presentations at Realistic Medicine Conference and Grand Rounds
- 70% of Tayside GP surgeries have received one or more digital ReSPECT Plans
- Posters with QR Codes displayed in wards for public awareness published
- Pre and post conversation patient information leaflets produced and published

ReSPECT Plans created in



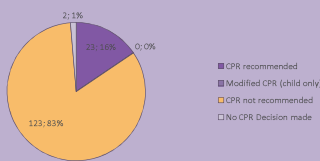
GP Surgeries



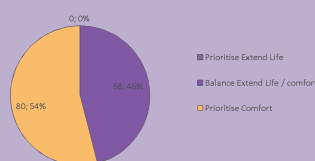
148 Digital ReSPECT plans published 24/11/22 – 05/11/23



Clinical Recommendation CPR



Clinical Recommendation ECP



Digital ReSPECT App

148 digital ReSPECT plans have been published and shared on Clinical Portal & DOCMAN since go live

Quality improvement project to evaluate patient, family and clinician experience of ReSPECT

Capturing the views of those having a ReSPECT conversation is essential but the method remains a long term challenge. An adapted version of the CollaboRATE tool was used with three questions:

- The healthcare professional helped me to understand my health issues in relation to the ReSPECT document
- The healthcare professional listened to what matters most about my health in relation to the ReSPECT document
- Together we were able to understand what matters most to me in making decisions about my care and treatment in crisis

Respondents rated each question using a Likert scale providing quantitative data. Further verbal data was able to be given, providing qualitative data.

Results

All patients rated each question either "agree" or "strongly agree" demonstrating patient wishes are considered when using ReSPECT.

Successes and Challenges

Joint working with NES Digital, Resus UK, the National ReSPECT Collaborative, and other key stakeholders has elevated the local awareness and appetite for ReSPECT whilst allowing NHS Tayside to be a profile pioneer and influencer of ReSPECT's national potential.

Some services and clinicians have expressed difficulties in hosting ReSPECT conversations due to clinical capacity and service pressures. Timing and clinician confidence is crucial to the conversation.

The other main challenge encountered is the duplication between ACPs / KIS / TEPs / DNACPR & ReSPECT.

Feedback from Family Members after the ReSPECT process

*'because of my mum's severe communication difficulties, she has not always been able to get her views across, what she wants and what she doesn't want, but now she has been able to do this. ...*The Health care Professional* explained things well to mum and me, she dealt with the conversation in a professional and nice way.'*

'To be honest me and my sister were dreading this and thought it would be really upsetting, but the HCP explained it very well..... It has given us piece of mind that what mum wants is documented and there is a plan.'

'.... It really made me realise that it is right to think about this and answer these questions when it's not a crisis...'

Next steps

- Implementation continues through out Primary and Secondary care in Tayside - implementation plan to 31st March 2024
- Continue to capture qualitative patient and family feedback on the ReSPECT process to enhance learning and experience.
- ReSPECT project integrated into Future Care Planning work

