Collaborative community care project in North West Surrey wins regional innovation award for end of life care

Our Hospices are very proud to be the lead of a partnership of organisations who provide community care in North West Surrey, commissioned and led by NW Surrey Clinical Commissioning Group (CCG), has won the Kent Surrey Sussex Academic Health Science Network (KSS AHSN) Award for End of Life Care. At a recent award ceremony in London, the ‘Coordinated, Safe, Integrated’ (CoSI) team received recognition for their “innovative and collaborative approach” to improving care for people in the last 6-8 weeks of their lives. This has delivered real improvements in clinical outcomes and patient experience.

The CoSI team delivers an innovative, co-ordinating service across community care providers. It is a collaboration of Princess Alice Hospice, Marie Curie, Virgin Care, Ashford and St Peter’s Hospitals, and Woking & Sam Beare Hospices (the lead). It is fully supported by local healthcare commissioners, North West Surrey CCG. The service delivers personalised, round-the-clock care and home based support to people who are reaching the end of their lives. Patients and families benefit by having one single number to call (available 24/7) which then gives them access to a comprehensive range of services from a number of different organisations.

Christine Clayton, GP and CCG clinical lead for end of life care, said: “I am absolutely delighted that we have won this award, as it recognises the hard work and commitment in North West Surrey to the continual development of high quality end of life care. CoSI has gone from strength to strength since it was commissioned. Not only is it delivering an excellent standard of care to local people and their relatives, it is a real example of how different professionals and organisations can come together to give a better service to our patients. As the CCG, it is incredibly rewarding to see that our commissioning has resulted in greater collaboration across organisations with better outcomes for local people.”
The CoSI team regularly receives positive feedback. In a recent survey, responses from local people and families show the team is fully meeting their expectations when caring and supporting their loved ones; 100% of service users trust and have confidence in the service. With the support of the team 96.5% of people are able to die in their preferred place, compared to the population average of 54%.

Dr Fiona Bailey, Consultant in Palliative Medicine and Medical Director of Woking & Sam Beare Hospices, CoSI's lead partner said: "I am delighted that CoSI has won this award which recognises the benefits of collaborative working across organisations who are committed to delivering high quality care together. The CoSI team is passionate about and dedicated to delivering care to patients at the end of their lives and to supporting their families and loved ones".

Richard Comerford, Regional Operations Director for Virgin Care in Surrey, said: “We are very honoured to be formally recognised for delivering excellence in end of life care for people in North West Surrey. We are particularly proud of our dedicated staff who ensure patients at the end of their lives receive high quality, well-coordinated and integrated care, which is patient centred and which promotes dignity and compassion. On behalf of Virgin Care, I’d like to say a huge thank you to our staff and our partners for such remarkable work.”

KSS AHSN Expo and Awards is an informative and inspirational event, held every year, providing a unique opportunity to spread best practice and successful new healthcare innovations further and faster across the region.

If you want to find out more about the CoSI team at our Hospices, click here
If you want to find out more about the CoSI project, click here

ENDS