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Scottish Grief and Bereavement Hub Stakeholder Feedback

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Grief & Bereavement Hub - Background



- Est. Jan 2012, hosted by T-COE - Convener (0.4 FTE), admin (0.5 FTE), £60k (including salaries), core group support Convener
- Network of resources for improving quality of bereavement care throughout NHSScotland
 - disseminating news and information
 - promoting high quality education and training
 - affording opportunities for discussion and sharing of best practice, and
 - hosting the sharing of resources

Operational activity

- established Hub
- developed website & virtual network (over 400 contacts)
- face-to-face support
- support NHS Boards
- national conferences & contributed to policy
- developed relations with relevant orgs.



Stakeholder feedback - method



- SG asked SHC to contact 18 patient facing NHS Boards, 16 were interviewed by SHC local staff
- Electronic survey to over 400 people – 124 responses (31% response)
- Collated, analysed and reported centrally by SHC



Use of Hub

- 14 Boards made use of the Hub - Varying frequency from 'occasionally' to 'weekly'
- NHS staff use the Hub for
 - updates and information
 - access to resources
 - good practice examples
 - advice on policy
 - training events, and
 - to find out what's happening nationally.

Added value & Awareness



- Responses ranged from 'limited' to 'huge value', most stated that Hub adds value by
 - facilitating networking events
 - providing information resources
 - raising awareness of grief & bereavement
- Awareness of the Hub via Hub Convener, colleagues, networking events & email/staff intranet
- 9 Boards felt the purpose of the Hub was clear, 6 did not and 1 responses don't know.

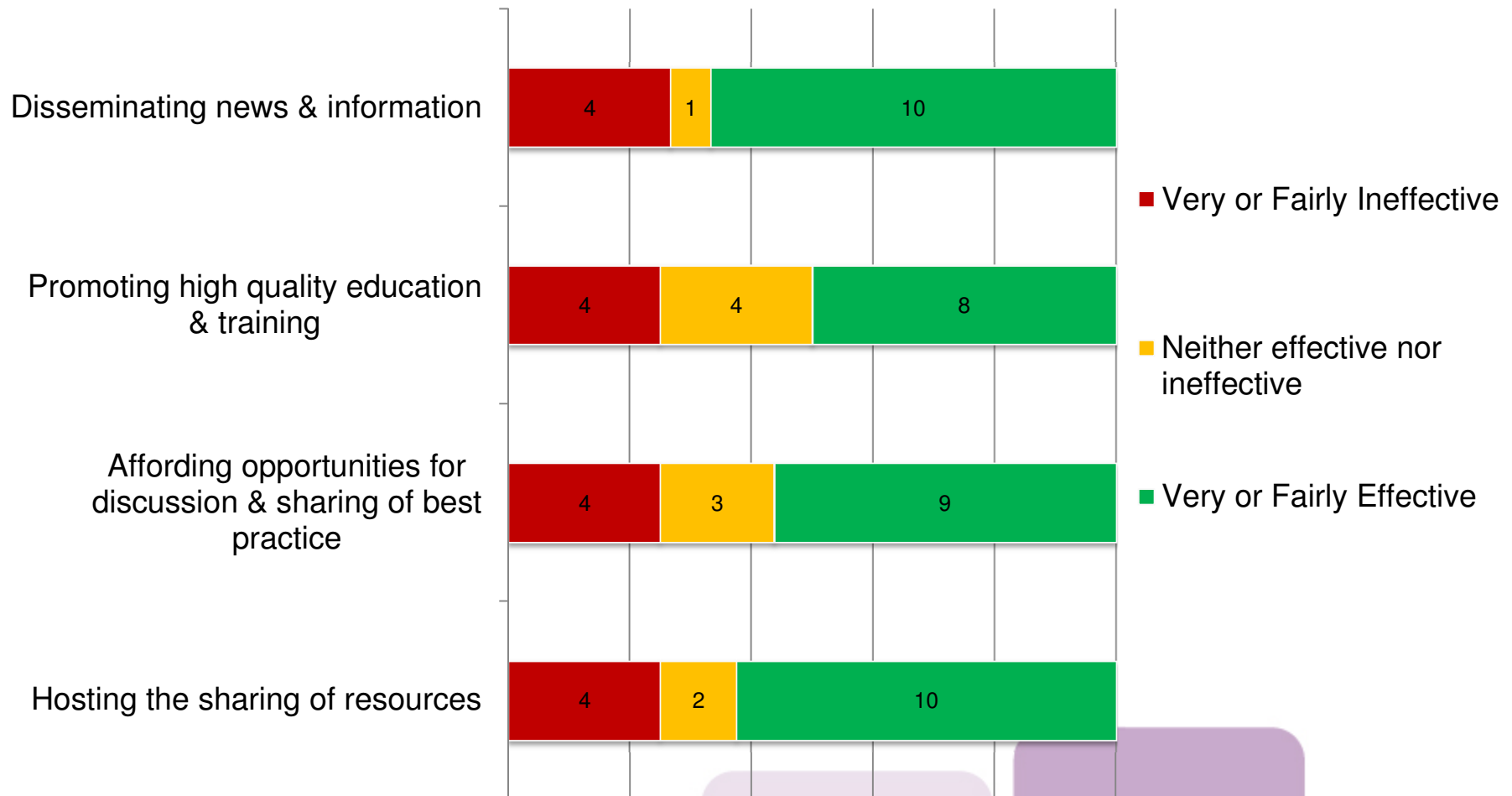
Boards' promotion of the Hub



- 6 Boards promote Hub, mainly via networks local intranet systems & promotion via palliative care training
- 9 Boards do not promote the Hub
 - Some Boards acknowledge need to do more,
 - some feel Hub needs more clearly defined before it can be promoted



Effectiveness of the Hub



Key Achievements

- raising the awareness & profile of bereavement issues
- sharing of information & practice on grief & bereavement
- regarded an important resource where there are no established bereavement services, and
- a Scottish focus for grief and bereavement.



Areas for improvement

- Increase awareness and profile of the Hub
- the need for greater training availability
- engagement with potential users
- more examples from other NHS Boards on the Hub website, and
- more up-to-date information (such as death certification and disposal of foetal material).

Governance

- 13 Boards content with existing governance arrangements, 2 were not content
- 10 Boards willing to be more involved in developing plans for the future
- Additional services the Hub could offer:
 - support to local authorities & third sector
 - Macmillan Nurses, GPs and Chaplains
 - online forum for members of the public
 - increased use of help lines out of hours
 - training for specialists in bereavement field
 - use of social media to support people

Financial Contribution to the Hub



- 1 Board stated they were willing to support the Hub with a financial contribution (qualified by top slicing all Boards budgets!)



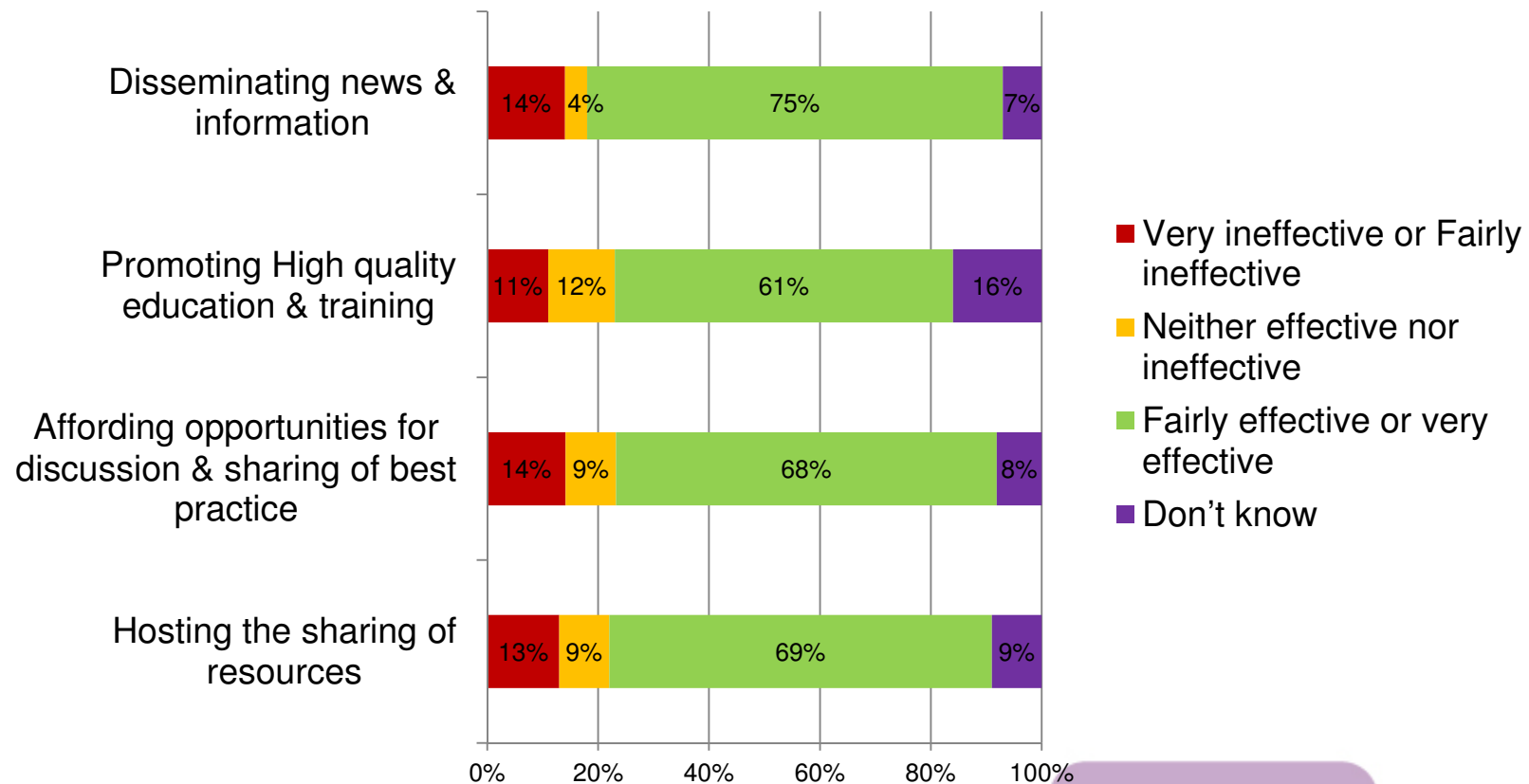
Survey of people subscribed to Hub's email bulletin



- Sent to 403 contacts, 124 replied (31%)
 - NHS (64%), 3rd Sector (19%), others – LA's, higher education, private care orgs.
 - Bereavement core element to work (41%), features occasionally (25%), small part (32%)
- Awareness – networking with colleagues, email & internet, Hub Convener



Effectiveness of objectives



Importance of Hubs objectives



- Receiving news & information (84%)
- Access to education/training (76%)
- Access to sharing best practice (77%)
- A resource that can host sharing of resources (81%)



Added value & Areas for improvement



- More positive (79) than negative (12)
 - Availability & credibility of the Hubs resources, opportunities to network, training
- Areas for improvement
 - Most common response was none!
 - More sharing good practice, training, promotion & awareness, website improvements & regular events



Next steps

- Report submitted to Scottish Government Health & Social Care Directorate
- Feedback from Network event
- Consideration and agreement on way forward will be given to the future of the Hub, its sustainability and its future role and remit
- Meeting with Hub Convener in November

