Re: Cornwall Palliative Care Handover Notes

Dear Colleague,

Together with community palliative care teams, primary care clinicians, RCHT and the Cornwall End of Life Board, Cornwall 111 have developed a Palliative Care Handover Form for use by any Cornwall clinicians who have patients in their care who are palliative or receiving end of life care.

We identified that there is inconsistency in communication and information sharing between healthcare providers in Cornwall regarding these patients, which can result in delays to care and reduced access to the services available to them.

The aim of this form is to improve communication and provide a standardised template that should provide most of the additional, relevant information required for clinicians to provide the best care to these patients. It will enable a smoother and more consistent journey for these patients through the 111 service and also for care transfers between community and acute services. It can also be used as an alternative to Special Patient Notes where it’s felt appropriate.

The attached form can be completed and submitted by any clinician primarily involved in the patient’s care who can provide the most up-to-date information, including GPs, palliative care nurses and discharging hospital doctors. It is not intended to replace clinical judgement, referral letters or other clinical correspondence, but is there to support decision-making and minimise clinical information gathering from patient’s relatives and carers at what can be an extremely distressing time.

The Palliative Care Handover Form must be completed electronically and emailed to kernowhealthcic.patientnotes@nhs.net. This mailbox is monitored 24/7/365. The form will be uploaded onto our Adastra system for viewing by triaging or visiting clinicians across the 111 service (including OOH). Additionally, the form will be uploaded to the patient’s RCHT Maxims record for reference in the acute setting.

The form is valid for 6 WEEKS from the date of writing, and a reminder will be sent to GP practices shortly before expiry to prompt renewal. If the form is not submitted by the GP practice, we would recommend that it is forwarded to them by email or fax.

Please do not hesitate to contact us (email addresses above) with any queries. We appreciate your support in rolling this out across the county.

Yours faithfully,

Manisha Cooper
Clinical Director