

# Outcome measures: making it work in clinical practice

Hospice UK Big Conversation workshop  
10 June 2026

# Housekeeping



Please keep your mic muted unless you are asking a question



Please note that the presentation (excluding the Q&A) is being recorded



The recording and slides will be on the Big Conversation website after the event



Please use the Chat function to ask any questions as we go along



AI bots are not permitted in these meetings and will be removed

# Agenda

11:30	Welcome & Introductions	<b>Annette Alcock</b> , Director of Programmes, Hospice UK
11:35	Overview of Outcomes Measures	<b>Prof Fliss Murtagh</b> , Professor of Palliative Care and Director of the Wolfson Palliative Care Research Centre
12:00	Introducing Outcome Measures: What does and doesn't work?	<b>Dr Alison Landon</b> , Palliative Care Physician at St Christopher's Hospice
12:25	Q&A	All
12:55	Hospice UK updates	<b>Annette Alcock</b> , Director of Programmes, Hospice UK
13:00	Close	

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THE CENTRE  
FOR AWARENESS  
& RESPONSE TO  
END OF LIFE

# Introducing Outcome Measures

## What does and doesn't work???

**Alison Landon**  
**Palliative Care Physician**  
**St Christophers Hospice**

# St Christopher's Hospice - Outcomes Journey

- 2010 SKIPP
- 2014 OACC (Outcome Assessment and Complexity Collaborative)
  - Phase of illness
  - AKPS
  - IPOS
  - Barthel
  - Views on Care
  - Zarit carer burden



Addington-Hall J, Hunt K, Rowsell A, *et al* Development and initial validation of a new outcome measure for hospice and palliative care: the St Christopher's Index of Patient Priorities (SKIPP) *BMJ Supportive & Palliative Care* 2014;**4**:175-181.

# How did we introduce OACC?

## What went well?

- Training
- OACC resources
- Team visits
- Flashcards
- Lanyards
- Posters
- Champions
- Working group

## What could have gone better?

- More Training
- More sharing of results
- ?Less focus on research

# UPROMS [User and Patient reported outcome measures]

- Working group – multidisciplinary
- Initially OACC, then UPROMS to include:
  - Clinical frailty score
  - Rehab
    - Chronic Respiratory Questionnaire (breathlessness mastery qus)
    - Timed up and go
    - Short Physical Performance Battery
    - FACIT – F
  - Carer Measures - CSNAT (Carer Support Needs Assessment Tool)
  - Patient and carer annual survey

# 2018 – SystmOne

- New electronic patient record
- S1 vs EMIS
- IPOS fundamental – S1
- Clinical template designed to include outcome measures
- Integrated within multidisciplinary assessment templates

# S1 Patient Assessment Template

Summary / Plan PatientWishes / ACP Diagnoses and History Physical Psychological Spiritual Social Meeting -

## Summary and Plan

[BACK: Summary / Plan <<<](#) [NEXT: PatientWishes / ACP >>>](#)

Lacks capacity for elements of this interaction (MCA 2005)  (details in Psychological/Mental health tab)

**Phase of Illness:** Phase of illness - unstable  **Complete full physical and psychological iPOS within 24hrs of phase change**

**Performance Status (AKPS):** 50 %  Clinical Frailty Scale

\*Main Reason for Opening Record  Phone / Video Call / Email with / about a Patient  
 I saw this patient at home or in the community  
 I saw this patient in the hospice (excl. IPU)

**SELECT AN OPTION >**

Who, What, Where / Admin Note / Message

Date patient admitted to hospital

Problems / Concerns over last 3 day

Summary / Impression

Plan / Actions

Rehab - Care Home Project

Medication List

Summary / Plan PatientWishes / ACP Diagnoses and History Physical Psychological Spiritual Social Meeting -

## Physical Assessment / Review

[BACK: Summary / Plan <<<](#) [NEXT: Psychological >>>](#)

"How has it affected you over the past 3 days?"  
Scale: 0 = None, 1 = Slight, 2 = Moderate, 3 = Severe & 4 = Overwhelming

Pain	<input type="text" value="4"/>	Weakness	<input type="text" value="3"/>	Vomiting	<input type="text" value="0"/>	Constipation	<input type="text" value="2"/>	Drowsiness	<input type="text" value="1"/>
SOB	<input type="text" value="0"/>	Nausea	<input type="text" value="2"/>	Poor appetite	<input type="text" value="2"/>	Sore/dry mouth	<input type="text" value="1"/>	Poor mobility	<input type="text" value="2"/>

Completed by  [Views On Care](#)

Summary / Plan PatientWishes / ACP Diagnoses and History Physical Psychological Spiritual Social Meeting -

## Psychological / Mental Health Assessment / Review

[BACK: Summary / Plan <<<](#) [NEXT: Spiritual >>>](#)

<b>Over the past 3 days</b> 0 = not at all 1 = occasionally 2 = sometimes 3 = most of the time 4 = always	<input type="text" value="2"/>	<b>Over the past 3 days</b> 0 = always 1 = most of the time 2 = sometimes 3 = occasionally 4 = not at all	<input type="text" value="3"/>	0 = addressed/no problems 1 = mostly addressed 2 = partly addressed 3 = hardly addressed 4 = not at all	<input type="text" value="1"/>
Anxiety re illness / treatment	<input type="text" value="2"/>	Felt at peace	<input type="text" value="3"/>	Practical problems	<input type="text" value="1"/>
Anxiety re you (family/friends)	<input type="text" value="4"/>	Sharing feelings	<input type="text" value="2"/>	<a href="#">Views On Care</a>	
Feeling depressed	<input type="text" value="3"/>	Information received	<input type="text" value="1"/>		

Completed by  [Suicide Risk Checklist](#)

# S1 Patient Assessment Template

Summary / Plan PatientWishes / ACP Diagnoses and History IPOS / POI Physical Psychological Spiritual Social Meetings and Discussions -

## Phase of illness (relates to the plan of care, not the illness)

Phase of illness:

? UPROMS - Guidance

## For dementia please use:

iPOS DEM(ementia)

## IPOS scores from the "How Are You?" Form

To be completed at all keyworking assessment / reviews and [at change of Phase](#)

IPOS Completed by

## If in dying phase of illness please use:

iPOS in dying phase of illness

Over the past 3 days (IPU) or 7 days (comm) patient has been **affected** by:

PAIN	<input type="text" value="Slightly"/>
IPOS - pain level	<input type="text" value="1"/>
SOB	<input type="text" value="Not at all"/>
IPOS - level of shortness of breath	<input type="text" value="0"/>
WEAKNESS / LACK OF ENERGY	<input type="text" value="Severely"/>
IPOS - level of weakness/lack of energy	<input type="text" value="3"/>
NAUSEA	<input type="text" value="Moderately"/>
IPOS - nausea level	<input type="text" value="2"/>
VOMITING	<input type="text" value="Moderately"/>
IPOS - vomiting level	<input type="text" value="2"/>
POOR APPETITE	<input type="text" value="Severely"/>
IPOS - level of poor appetite	<input type="text" value="3"/>
CONSTIPATION	<input type="text" value="Not at all"/>
IPOS - constipation level	<input type="text" value="0"/>

ANXIETY RE ILLNESS / TREATMENT	<input type="text" value="Occasionally"/>
IPOS - level of anxiety or worry about illness	<input type="text" value="1"/>
ANXIETY RE YOU (FAMILY / FRIENDS)	<input type="text" value="Sometimes"/>
IPOS - level of anxiety or worry from family/friends	<input type="text" value="2"/>
FEELING DEPRESSED	<input type="text" value="Always"/>
IPOS - depression level	<input type="text" value="4"/>
FELT AT PEACE	<input type="text" value="Most of the..."/>
IPOS - level of feeling at peace	<input type="text" value="1"/>
SHARING FEELINGS	<input type="text" value="Always"/>
IPOS - sharing feelings with family/friends level	<input type="text" value="0"/>
INFORMATION RECEIVED	<input type="text" value="Most of the..."/>
IPOS - level of information received	<input type="text" value="1"/>
PRACTICAL PROBLEMS	<input type="text" value="Mostly add..."/>

# Using outcomes at St Christopher's

Using individual data with patients

[Using group data with patients]

Using individual data away from the patient

Using group data away from patients

# Using individual data with patients

- Basic assessment starts with How Are You
- Ideally completed before sees clinician
- Posted to pt's home, Editable PDF emailed
- App "Airmid" – enter direct to pt record
- Inpatient unit given to patient to complete before admission clerking
  
- Guides discussion
- Allows focus on most troublesome issues
- Promotes self-management and person centred care
- Monitor changes over time (not as easily as would like on S1)

## How are you?

Please write clearly. Your answers will help us to keep improving the support we offer you, and the support we offer others. Thank you.

Your name \_\_\_\_\_

Care setting STAFF USE ONLY \_\_\_\_\_

Your date of birth DD/MM/YY \_\_\_\_\_

Today's date DD/MM/YY \_\_\_\_\_

1 What is important to you right now?

\_\_\_\_\_

\_\_\_\_\_

2 What would you like to achieve in the next short while?

\_\_\_\_\_

\_\_\_\_\_

3 What have been your main problems or concerns over the past three days?

\_\_\_\_\_

\_\_\_\_\_

4 Over the past three days, have any of these symptoms affected you? For each symptom please describes how it has affected you.

- |  |                                       |                                     |                                       |                                     |
|--|---------------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|
| Pain   | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Shortness of breath                            | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Weakness or lack of energy                     | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Nausea (feeling like you are going to be sick) | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Vomiting (being sick)                          | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Poor appetite                                  | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Constipation                                   | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Sore or dry mouth                              | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Drowsiness                                     | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |
| Poor mobility                                  | <input type="checkbox"/> 0 Not at all | <input type="checkbox"/> 1 Slightly | <input type="checkbox"/> 2 Moderately | <input type="checkbox"/> 3 Severely |

Please list any other symptoms not mentioned above and tick the box to show it affected you over the past three days?

_____	<input type="checkbox"/> 0 Not at all	<input type="checkbox"/> 1 Slightly	<input type="checkbox"/> 2 Moderately	<input type="checkbox"/> 3 Severely
_____	<input type="checkbox"/> 0 Not at all	<input type="checkbox"/> 1 Slightly	<input type="checkbox"/> 2 Moderately	<input type="checkbox"/> 3 Severely
_____	<input type="checkbox"/> 0 Not at all	<input type="checkbox"/> 1 Slightly	<input type="checkbox"/> 2 Moderately	<input type="checkbox"/> 3 Severely

5 Over the past three days, have you been feeling anxious or worried about your illness or treatment?

0 Not at all  1 Occasionally  2 Sometimes  3 Most of the time  4 Always

6 Over the past three days, have any of your family or friends been anxious or worried about you?

0 Not at all  1 Occasionally  2 Sometimes  3 Most of the time  4 Always

7 Over the past three days, have you been feeling depressed?

0 Not at all  1 Occasionally  2 Sometimes  3 Most of the time  4 Always

8 Over the past three days, have you felt at peace?

0 Always  1 Most of the time  2 Sometimes  3 Occasionally  4 Not at all

9 Over the past three days, have you been able to share how you are feeling with your family or friends as much as you wanted?

0 Always  1 Most of the time  2 Sometimes  3 Occasionally  4 Not at all

10 Over the past three days, have you had as much information as you wanted?

0 Always  1 Most of the time  2 Sometimes  3 Occasionally  4 Not at all

11 Have any practical problems resulting from your illness been addressed (such as financial or personal)?

0 Addressed/no problems  1 Mostly addressed  2 Partly addressed  3 Hardly addressed  4 Not at all

12 How would you rate your overall quality of life in the week before you started seeing the St Christopher's team?

1 Very poor  2  3  4  5  6  7 Excellent

13 Taking everything into account, do you think the St Christopher's team is making a difference to how things are going for you at present?

1 Yes, it's giving a lot of benefit  2 Yes, it's giving some benefit  3 Yes, it's giving a little benefit  4 No, not much difference  5 No, no difference at all  I don't know

14 Over the past week, thinking about your main problems and concerns, how do you think things have changed?

1 Things have got much better  2 Things have got a little better  3 There has been no change  4 Things have got a little worse  5 Things have got much worse  I don't know

15 Thinking about how things are going for you right now, how do you rate your overall quality of life today?

1 Very poor  2  3  4  5  6  7 Excellent

How did you complete this questionnaire?  
 1 With help from a relative or friend  2 With help from a member of staff  3 With help from a member of staff  
 Please talk to us about them.

# Using individual patient data away from patient

- Multidisciplinary meetings
  - Identify patients scoring 4+ on S1 report to discuss at MDM
  - Use views in MDM discussions
  - Present patients with focus on outcomes - POI, AKPS, Barthel + high IPOS scores
  - Use in MDMs to prioritise time, focus the discussion, recognise and intervene with unaddressed issues
- Allocate and plan workload/reviews , prioritise
- Use in referrals, discharges, handovers, board rounds
- Outpatient service if AKPS > 60
- Working with other organisations

NHSNumber	First Name	Surname	Pain	Weakness	Vomiting	Constipation	Drowsiness	Shortness of Breath	Nausea	Poor Appetite	Sore/Dry Mouth	Poor Mobility	Date Last Code Added	# Days Old
			3	2	0	2	1	2	0	1	2	2	04/07/2020 15:27	4
			0	0	0	0	0	0	0	0	0	0	07/07/2020 16:48	1
			3	4	0	3	4	4	2	4	3	4	30/06/2020 15:24	8
			0	3	2	1	1	3	3	2	3	3	05/07/2020 12:57	3
			1	4	0	2	3	1	0	4	1	4	28/06/2020 15:19	10
			2	3	0	0	0	0	2	2	2	3	20/06/2020 14:29	18
			3	1	0	1	0	0	0	0	0	1	06/07/2020 15:28	2
			0	1	0	1	0	0	0	2	0	2	05/06/2020 14:49	33
			2	4	0	2	3	1	0	0	2	4	06/07/2020 15:07	2
			3	2	2	3	2	0	0	2	2	2	29/06/2020 18:46	9
			4	0	0	0	0	0	1	3	0	0	02/07/2020 15:29	6
			4	3	0	2	4	2	0	2	2	4	04/07/2020 14:39	4
			2	1	0	3	2	0	0	2	2	2	25/05/2020 16:05	44
			0	2	0	0	2	3	2	2	0	2	29/05/2020 12:48	40
			2	3	0	0	0	0	0	0	0	4	18/06/2020 09:44	20
			1	3	0	0	0	2	0	2	0	2	25/06/2020 15:15	13
			3	2	1	4	0	0	1	1	0	2	16/06/2020 17:11	22
			0	3	0	0	2	2	0	2	0	2	05/07/2020 14:08	3
			2	2	0	3	0	1	0	2	0	2	24/06/2020 13:50	14
			0	0	0	0	0	2	0	0	0	0	22/06/2020 12:55	16
			1	3	0	0	1	0	0	0	0	1	07/07/2020 15:38	1
			1	0	0	0	0	0	0	1	0	0	11/06/2020 15:25	27
			0	4	2	1	4	0	1	0	0	4	02/07/2020 10:42	6
			2	2	0	1	1	1	0	1	0	1	06/07/2020 15:02	2
			1	0	0	0	0	1	0	1	2	2	06/07/2020 14:16	2

NHS Number  
Name

[REDACTED]

DoB

[REDACTED]

GP Practice

[REDACTED]

## Current Key Service

[Show all service caseloads](#)

Key Service

Key service data not currently available

## Appointments

[Show all appointments](#)

Next Booked Appointment

[REDACTED]

## First two recorded Diagnoses

[Show diagnosis history](#)

## Referral Diagnoses

Lewy body disease	Parkinson's disease
Lewy body disease	Parkinson's disease

## Mental Health Diagnoses

Lewy body disease	
Lewy body disease	

## Comorbidities

Cardiovascular disorder	
Cardiovascular disorder	

## Latest Phase of Illness

[Show phase of illness history](#)

Phase of Illness

Deteriorating

## Latest AKPS

[Show AKPS history](#)

AKPS

10

## Latest IPOS - physical

[Show physical IPOS history](#)

Pain	Weakness	Vomiting	Constipation	Drowsiness	Short of Breath	Nausea	Poor Appetite	Sore/Dry Mouth	Poor Mobility
1- Slightly	4- Overwhelmingly	0- Not at all	2- Moderately	3- Severely	1- Slightly	0- Not at all	4- Overwhelmingly	1- Slightly	4- Overwhelmingly

## Latest IPOS - psychological

[Show psychological IPOS history](#)

Anxiety Illness/Treatment	Anxiety Family/Friends	Feeling Depressed	Felt At Peace	Sharing Feelings	Information Received	Practical Problems
0- Not at all	4- Always	1- Occasionally	3- Occasionally	4- Not at all	3- Occasionally	1- Problems mostly addressed

## Latest Views on Care

[Show views on care history](#)

Quality of Life Before Seeing Palliative Care Team	Changes in Problems and Concerns	Are Palliative Care Team Making a Difference	Quality of Life Today

## Latest Patient Wishes

[Show patient wishes history](#)

Preferred Place of Care

Home

Preferred Place of Death

Hospice

Cardiopulmonary Resuscitation

Not for attempted CPR

# Using cohort data

- Annual reports
- Quality boards on wards and in community team offices
- Reports for trustees, commissioners
- Service development
- Quality improvement projects
- Funding applications, grants
- **\*\*\*Sharing with team crucial\*\*\***

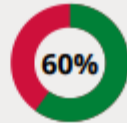
## Palliative Patients: outcomes report for clinicians

### St. Christopher's Hospice Inpatient care setting

July 2019 – June 2021

% of episodes with IPOS assessment at episode start

Patients: 1,264  
Episodes: 1,402  
Phases: 7,499

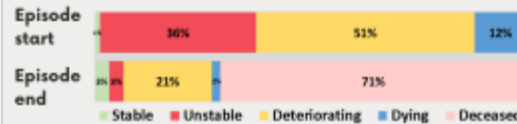


At Episode end:

7 out of 10 episodes ended in death  
3 out of 10 episodes ended in discharge



### Phase of Illness Change



Average duration of Episode in days (median)



Range\* 4 - 18

Average duration of 'Unstable' Phase in days (median)



Range\* 1 - 3

Funded by Yorkshire Cancer Research (Award ref.: L412)

## All patients seen by the team (with any level of symptoms)

Number of symptoms & concerns\*\* at episode start (median)

11

Range\* 8 - 14

Number of symptoms & concerns\*\* among 'unstable' at episode start (median)

12

Range\* 8 - 14

\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

### at Episode start

9 out of 10 patients had:

- lack of energy, poor appetite, poor mobility, anxiety, family anxiety, & lack of peacefulness



7 out of 10 patients had:

- pain, dry mouth, drowsiness, depressed mood, inability to share feelings, & insufficient information



Number of symptoms & concerns\*\* at episode end (median)

8

Range\* 5 - 12

Number of symptoms & concerns\*\* among 'unstable' at episode end (median)

11

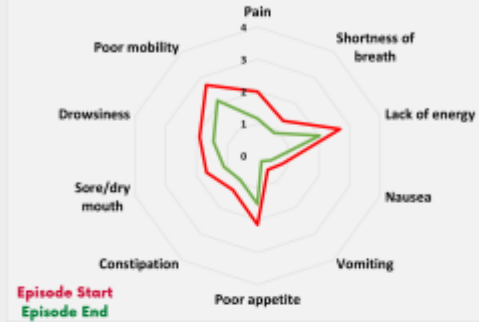
Range\* 7 - 15

\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

Funded by Yorkshire Cancer Research (Award ref.: L412)

## All patients seen by the team (with any level of symptoms)

### Change in IPOS over Episode



### at Episode end

7 out of 10 of patients had improvement in:

- pain, nausea, vomiting, & poor appetite



6 out of 10 of patients had improvement in:

- breathlessness, constipation, dry mouth, drowsiness, depressed mood, peacefulness, & ability to share feelings



\*improvement: reduction in IPOS score of 1 or more

Funded by Yorkshire Cancer Research (Award ref.: L412)

## Patients with moderate, severe, or overwhelming symptoms only

Number of moderate, severe, & overwhelming symptoms & concerns\*\* at episode start (median)



8

Range\* 6 - 11

\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

Number of moderate, severe, & overwhelming symptoms & concerns\*\* at Episode end (median)



6

Range\* 2 - 9

\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

### at Start of Episode

9 out of 10 patients had moderate, severe, or overwhelming:

- lack of energy, poor mobility, & family anxiety



7 out of 10 patients had moderate, severe, or overwhelming:

- pain, poor appetite, drowsiness, anxiety, & lack of peacefulness



### at End of Episode

5 out of 10 of patients had major improvement in moderate, severe, or overwhelming:

- pain, shortness of breath, nausea, vomiting, constipation, & drowsiness
- anxiety, depression, peacefulness, ability to share feelings, having information, & practical problems

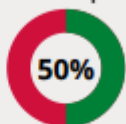


\*major improvement: reduction in IPOS score from '2, 3, or 4' down to '0 or 1'

## Palliative Patients: outcomes report for clinicians St. Christopher's Hospice Community care setting July 2019 – June 2021

% of episodes with IPOS assessment at episode start

Patients: 5,223  
Episodes: 5,774  
Phases: 19,331

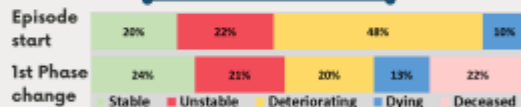


### At 1st Phase change:

2 out of 10 episodes ended in death



### Phase of Illness Change



Average duration of Episode in days (median)



\*Interquartile range (IQR)

Average duration of 'Unstable' Phase in days (median)



Funded by Yorkshire Cancer Research (Award ref.: L412)

## All patients seen by the team (with any level of symptoms)

Number of symptoms & concerns\*\* at episode start (median)

6

Range\* 4 - 9



Number of symptoms & concerns\*\* among 'unstable' at episode start (median)

7

Range\* 5 - 10

\*\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

### at Episode start

8 out of 10 patients had:

- lack of energy, poor mobility, & family anxiety



6 out of 10 patients had:

- pain, poor appetite, drowsiness, anxiety, & lack of peacefulness



Number of symptoms & concerns\*\* at 1st Phase change (median)

6

Range\* 5 - 8



Number of symptoms & concerns\*\* among 'unstable' at 1st Phase change (median)

7

Range\* 5 - 10

\*\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

Funded by Yorkshire Cancer Research (Award ref.: L412)

## All patients seen by the team (with any level of symptoms)

### Change in IPOS by 1st Phase change



Episode Start  
1st Phase change



Episode Start  
1st Phase change

### at 1st Phase change

5 out of 10 of patients had improvement in:

- nausea, vomiting, & constipation



4 out of 10 of patients had improvement in:

- pain, breathlessness, poor appetite, dry mouth, drowsiness, ability to share feelings, & having information



\*Improvement: reduction in IPOS score of 1 or more

Funded by

Yorkshire Cancer Research (Award ref.: L412)

## Patients with moderate, severe, or overwhelming symptoms only

Number of moderate, severe, & overwhelming symptoms & concerns\*\* at episode start (median)



4

Range\* 3 - 6

\*\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

Number of moderate, severe, & overwhelming symptoms & concerns\*\* at 1st Phase change (median)



4

Range\* 2 - 6

\*\*Interquartile range (IQR)  
\*\*symptoms and concerns identified from IPOS (max. 17)

### at Start of Episode

6 out of 10 patients had moderate, severe, or overwhelming:

- lack of energy, poor mobility, & family anxiety



4 out of 10 patients had moderate, severe, or overwhelming:

- pain, poor appetite, drowsiness, & anxiety



### at 1st Phase change

4 out of 10 of patients had major improvement in moderate, severe, or overwhelming:

- nausea, vomiting, constipation, dry mouth, drowsiness, ability to share feelings, & having information



3 out of 10 of patients had major improvement in moderate, severe, or overwhelming:

- pain, breathlessness, poor appetite, anxiety, depressed mood, peacefulness, & practical problems



\*major improvement: reduction in IPOS score from '2, 3, or 4' down to '0 or 1'

Funded by

# Main challenges applying outcome measures

- Staff not seeing the measures used to improve care – just collected – so loss of staff engagement
- Inconsistency in use of Palliative Phase of Illness
- Getting first assessment data but no follow up
- Incomplete data sets i.e. missing items
- Assessing IPOS items in the unconscious patient, the presence of confusion or dementia, the dying phase
- Measurement fatigue / sometimes over-measuring in patients who can self-report e.g. day care

# Main challenges analysing outcome measures

- Skills, effort and time
- IT systems
- Without extraction +/- analysis no feedback to staff
- What to analyse –which items most useful?
- Comparison – how are other teams/services doing?
- Input from team/service/managers into analysis – need driven

# Where next for outcomes at St Christophers.....

- TRAINING, TRAINING, TRAINING
- New starters + refreshers
- Quality days
- Review data entry
- iPOS Dem
- App for pt entry
- Translations

# Lessons Learnt

**TRAINING**

**Working group**

**Teams on board**

**Share outputs**

StChristopher's

C

A

R

E

THE CENTRE  
FOR AWARENESS  
& RESPONSE TO  
END OF LIFE

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[www.stchristophers.org.uk/CARE](http://www.stchristophers.org.uk/CARE)

# Hospice UK Membership survey

Feed back on Hospice UK as a membership body, and help us review our progress in delivering our strategy.

We want to hear from as many people as possible who work in a Hospice UK member organisation, so please share with your colleagues and trustees.

Survey deadline is 30 June.

Take part  
here



# Book now for our first Transition Conference

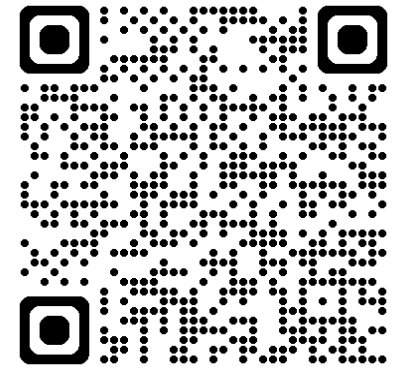
Join us on **9 September** in **Manchester** for Hospice UK's first **Transition Conference**.

**Transition is complex. Doing it well matters.**

Explore what effective transition from children's to adult care looks like and how we can do better.

**Find out more and book your place today!**

**Find out  
more**



# Hospice UK National Conference 2026

Scan here for more details



Liverpool Experience Campus (formerly the ACC), 16 - 18 November 2026

# Big Conversations

The Big Conversations series comprises webinars, workshops, and roundtables that enable our members to:

- learn more about key issues
- share knowledge and experience to inform our work
- discuss problems and solutions with peers
- get practical guidance to move work forward

## Next events:

11<sup>th</sup> June webinar - 'The Accessible Information Standard and Reasonable Adjustments Digital Flag - What hospices need to know', 11:00 - 12:00

24<sup>th</sup> June webinar - Financial Turnaround Toolkit, 11:00 - 12:00

Scan Me



# Stay up to date



Scan me

Our [Member Update page](#) is updated regularly so you can keep up with our key work and priorities from week to week.

The page is hidden from the public and will not come up in web searches, so we'd recommend bookmarking it!

# Feedback Survey

Please consider sparing a few minutes to answer this survey, so that we can continue to improve future Big Conversation events:

<https://www.surveymonkey.com/r/2VYC9GK>



Thank you