



The Prince & Princess
of Wales Hospice



**Delivery of our
previous
Clinical Strategy
2023-2025**

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Priority 1

Supporting patients, families, and carers

- We expanded our Community Service by increasing our outpatient clinics
- We introduced a Befriending Service to support people experiencing isolation
- We increased the number of Counselling Sessions for those requiring support pre and post bereavement
- We introduced a Music Therapist to our Family Support Team

Priority 2

Tackling inequalities

- We developed a Single Point of Access process to support equitable access
- We established our Young Adult Service as a Core Hospice Service
- We expanded our networks via community engagement projects, extending our reach to areas of the population who have not previously engaged with hospice services

Priority 3

Empowering Communities

- We introduced a new Community Development and Engagement Strategy to develop and create a more informed community
- We delivered End of Life Care Skills for Everyone (EASE) courses to our community
- We held Grief Cafes across our communities
- We introduced a Community Choir led by our Music Therapist
- We introduced Art for Wellbeing classes that are open to our communities

Priority 4

Supporting the resilience of those who provide care

- We achieved the Scottish Bereavement Charter Mark in recognition of our support to staff who are bereaved
- We participated in a variety of research projects, expanding our team's ability to participate and contribute to research evidence in palliative care
- We expanded our student placements to extend the reach of Specialist Palliative Care knowledge

Priority 5

Embedding and accelerating digital change

- We introduced a new Electronic Patient Record (EPR) system designed to streamline the documentation between NHS Greater Glasgow and Clyde (NHS GGC). This enables a seamless patient journey for patient documentation from acute services, with joint access to patient notes. Acute services have immediate access to PPWH notes enhancing continuity of care across settings
- We commenced developing Activity Dashboards facilitating rapid accurate access to clinical data for governance, risk and planning