

Top tips to implement GMCR EPaCCS



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Why is EPaCCS on the GMCR?

By embedding EPaCCS on the GMCR everyone involved in end of life care has access to comprehensive and up-to-date information and care preferences for individuals.

This sharing of key information across multiple professionals and providers, supports clinical decision-making, care coordination, and ensures everyone is on the same page regarding the people's care and their preferences.

What are the benefits of using GMCR EPaCCS?

The key benefits of using GMCR EPaCCS include, enhanced people-centred clinical decision-making, improved experiences for individuals, shared responsibility among healthcare professionals, and a reduction in unnecessary hospital admissions and ambulance conveyance.



Top tips to implement GMCR EPaCCS

Implementing GMCR EPaCCS involves several 'launch and learn' steps to ensure its success and integration into existing healthcare workflows.

Using the **PDSA process** is one way you could launch GMCR EPaCCS in your organisation/locality and make continuous improvements to encourage multi-disciplinary adoption.

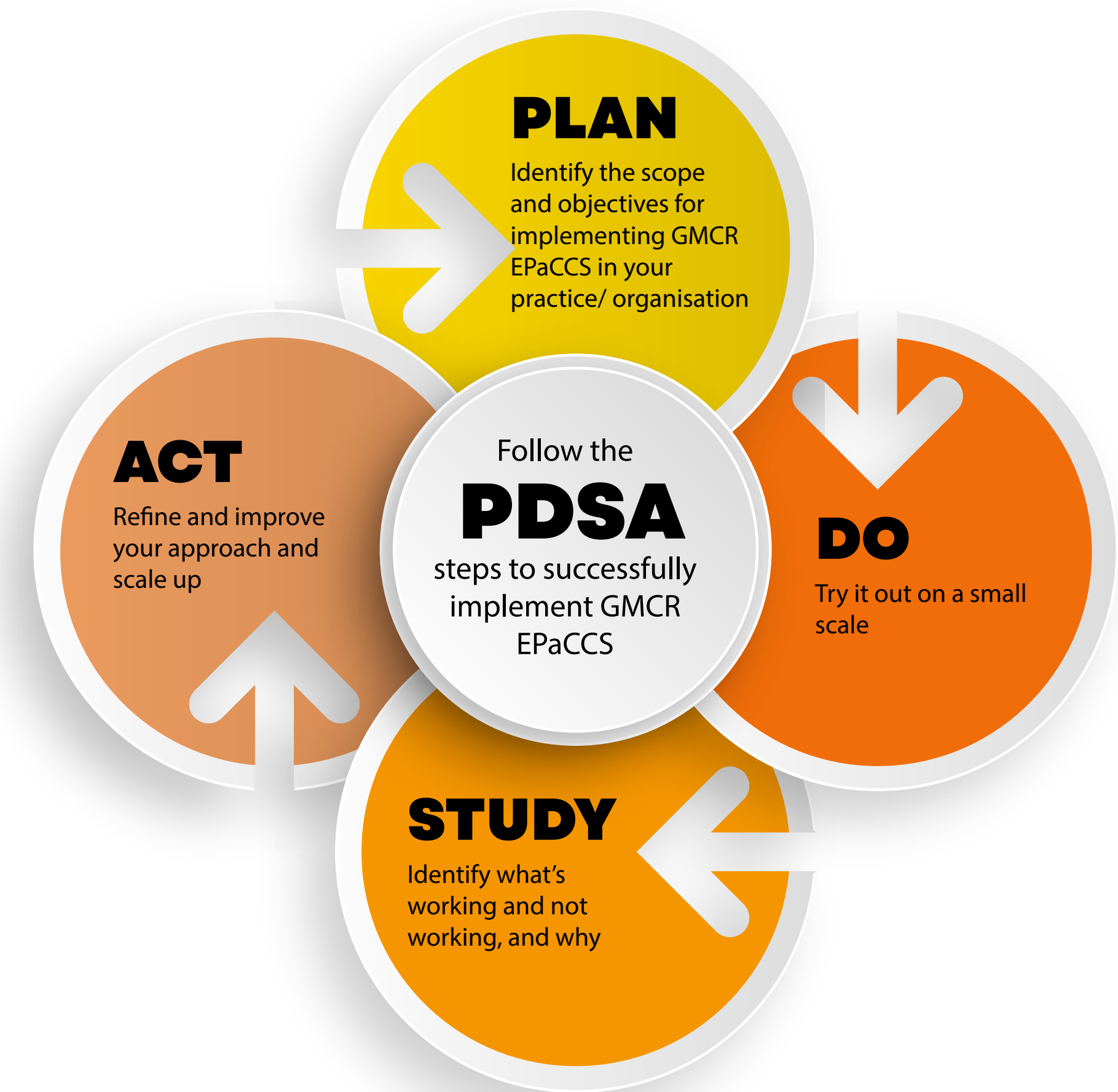
Here are the main steps:

PLAN: identify the objectives and scope of your launch plans, and who needs to be involved

DO: try it out on a small scale

STUDY: evaluate how it going, what's working, what's not working and why

ACT: make continuous improvements to encourage wider usage of GMCR EPaCCS amongst different members of the health and care environment involved in your patients' care



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PLAN

Initial steps

Before you get started consider the following:

- The local and ICB priorities you need to align with
- The senior clinical and operational sponsors who can support you
- Who you need on the project team
- Consider how to identify sites to launch GMCR EPaCCS

Define what success looks like:

- This will include quantitative metrics e.g. % of eligible people with a GMCR EPaCCS, place of death aligned with individual's preferences
- Also include qualitative assessments e.g. feedback from urgent and unplanned care providers, individual and family satisfaction, familiarity and confidence using GMCR EPaCCS

Engage Stakeholders

It's crucial to involve all relevant stakeholders from the beginning. This includes GPs, district nurses, palliative care teams, secondary care providers, information governance representatives and local champions.

Engaging these stakeholders helps to ensure support and understanding of GMCR EPaCCS and its benefits from the outset.

Stakeholders can be categorised into those you need to collaborate with and those you need to consult and keep informed.



A simple framework for identifying stakeholders can be found [here](#)

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DO

Make GMCR EPaCCS work for your setting

Map out workflows to understand how GMCR EPaCCS can integrate into existing processes.

Consider roles and responsibilities and ensure the system supports various care settings such as primary care, secondary care, palliative care, A&E, ambulance services, and out-of-hours services.

Some general workflows have been created to help you get started. You can find these [here](#).

How do I know who needs a GMCR EPaCCS?

It is recommended those identified as likely to be in the last year or so of life with palliative care needs (e.g. those within primary care palliative/ GSF practice registers) should have a GMCR EPaCCS created with their consent.



More detailed planning resources can be found [here](#)

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DO

Staffing

Identify the roles and responsibilities essential for your programme.

Identify what skills are required for these roles.

Consider setting up a local GMCR EPaCCS Delivery Group and identify 'champions' to support users.

What training and support is available

Comprehensive training and support for using GMCR EPaCCS is available via online sessions, video tutorials and face-to-face training.

These resources ensure users are comfortable with the system and can effectively incorporate it into their workflows.

Contact nhsgm.gmcrproductteam@nhs.net for further information on these resources or technical queries.



More detailed planning resources can be found [here](#)

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STUDY

Implement and monitor

Once the system is implemented across your healthcare setting, monitor its use and gather feedback to ensure it is being used effectively and to identify any areas for improvement.

You can find up-to-date GMCR EPaCCS usage and patient list data for your practice on the GMCR EPaCCS dashboards.

Access can be requested via your local IT helpdesk.

Ensure you put in place methods to monitor patient and user feedback.

ACT

Continuous Improvement

Regularly review your local processes and metrics to ensure the best end-of-life care for individuals and how you can improve ways of working with GMCR EPaCCS.

Conduct regular lessons learned sessions with your multi-disciplinary team to identify what's working and what can be improved.

Scale up

When you are making progress identify how and when is the right time to roll out wider use of GMCR EPaCCS. To do this you will need to revisit the PDSA steps.



More detailed planning resources can be found [here](#)

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For more information on GMCR EPaCCS

For more information visit the FAQs and check out the useful resources [here](#).

Click [here](#) to find out how the team at Health Innovation Manchester can support with the implementation, embedding and scaling of GMCR EPaCCS.

For training and support or technical queries contact: nhsgm.gmcrproductteam@nhs.net

To report technical issues contact your local IT helpdesk.

