

Frequently Asked Questions (FAQ)

Pembridge Palliative Care Centre

Dated: January 2020

The inpatient unit at the Pembridge Palliative Care Centre is currently suspended. No decision has been made on the future design of palliative care services. We are currently looking at the recommendations from the review across the four CCGs to establish how we address the challenges and inequalities highlighted in the report. Should any recommendations be classed as a 'substantial' change to the existing palliative care service by our governing bodies (the CCG boards) and associated NHS bodies these changes will be subject to a public consultation.

1. Are you just trying to close the Pembridge Palliative Care Centre and cut costs?

No, we want to improve access of specialist services for local people. The work to develop a future model of care is within the same budget allocation as previously. Any changes would likely be a shift in investment from inpatient to community services.

2. Pembridge Palliative Care Centre inpatient unit is currently closed, what is the plan for this?

The inpatient unit at Pembridge Palliative Care Centre continues to remain suspended until further notice following its closure due to a lack of consultant cover, which is a requirement for the service to operate safely. Other services at the Pembridge Palliative Care Centre are unaffected and continue to operate as normal.

We do recognise that local residents are disappointed with our decision to suspend this inpatient service, we understand people's concerns around its closure and the additional travel time incurred and we are doing everything possible to mitigate the impact on local patients, carers and families.

National clinical guidelines stipulate that the NHS must ensure that the services we commission are delivered safely and appropriately to meet patient's needs, patients are being transferred to alternative nearby services to meet their needs at this time.

A decision has not been made at this point on the future of the inpatient unit. The Pembridge Palliative Care Centre inpatient unit is being considered in the context of wider palliative care services in the area and we are working together with local people to develop how these will look in the future.

3. If the unit is closed, what will the impact on patients be?

A decision on the Pembridge is yet to be made, we are first working with providers and local people to get a better understanding of their experience of palliative care services in the area and what changes we can make to improve access and care in the future. In the instance that the CCGs were to propose to suspend services from the inpatient unit permanently, the impact on families and carers and any proposed mitigation due to longer transport times would form a key part of the consultation.

4. What was the outcome of the online petition that was handed to the CCG in October 2019?

Signatures from an online petition were handed to the CCG in October 2019. Mark Easton, the Accountable Officer for North West London Collaboration of CCGs, has formally responded to the petition stating, *“We will of course consider the views of local people, including your petition, when considering these matters”*.