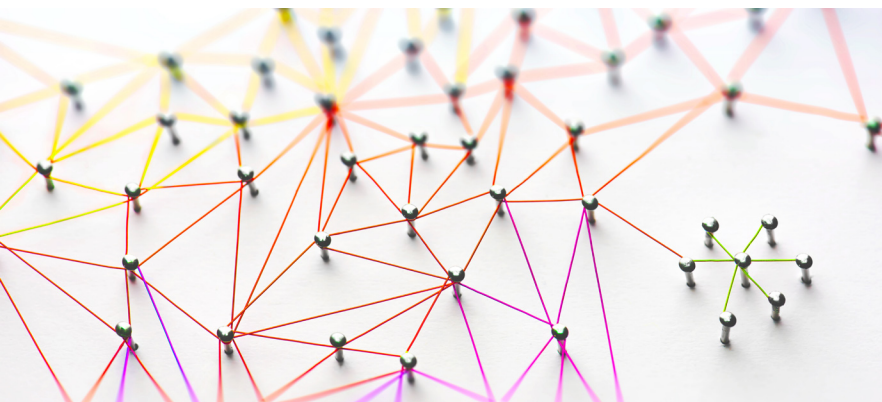


# *EPaCCS- A SystemOne User's Guide*



**Developed by the Kirklees EPaCCS Task and Finish Group, 2019  
For use with refreshed template, July 2019.**

# EPaCCS- A User's Guide

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## What is EPaCCS?

EPaCCs stands for the Electronic Palliative Care Co-ordination System. It can be accessed on SystmOne using the clinical tree and is divided into several sections. Not all the sections have to be completed at once. EPaCCs was developed to ensure that the care of persons felt to be in final year of life was well co-ordinated. It allows professionals to go to one place and find lots of relevant information.

How EPaCCs may benefit the persons in your care will depend on what your role is.

- If you work for an out of hours service it may be appropriate to access the information if a person becomes less well to ensure they receive appropriate care and are not moved from their preferred care location.
- If you work in the community or in social care it may be helpful to have some information about the person's carers and know whether their preference is to stay in their own home.
- For those in primary care, using EPaCCS supports QOF guidance.

## What difference does being on EPaCCS make?

National evidence suggests use of EPaCCS enables more patients to die at their preferred place and reduce unnecessary hospital admissions and ambulance journeys, inappropriate interventions, use of unscheduled care and repeated 'difficult conversations'.

### EPaCCS also:

- Promotes multi-agency working
- Encourages good inter-professional communication
- Important information is documented in one place and accessible to many professionals

### Tips and tricks

- If there is a green pencil icon, this means that some free-text information has been inputted. Left click on this to reveal.
- Not all persons with an EPaCCs record may be known to the palliative care team.
- EPaCCS is a quick point of call within S1 for entering information, and for finding and viewing it.
- It is NOT a tick box exercise; it is a person-focussed tool.

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**EPaCCS is all about the person and supporting them to make choices where they are able...**



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## What are the benefits?

There are number of benefits associated with using EPaCCS:

- Improved efficiency (and effectiveness of GSF meetings)
- Patients are identified including GSF status
- Reports can be run prior to meetings and missing information is identified in 'summary view'
- Can review deaths, reflecting on positive and negative experience using as a learning experience

## Whilst the template might look big and busy:

- It doesn't all have to be completed at once
- You can input as much or as little on to it at any time
- It is multidisciplinary: anyone can enter information on to it (with consent)
- All the little bits add up to create a bigger picture of the patient's illness and preferences

### A resource for key documents including:

- Community prescription chart
- DNACPR form
- OOH Handover
- Resource for local and national guidelines e.g.
  - Opioid conversion chart
  - Yorkshire and Humber Symptom Control

### Guidelines

- Resource for patient information
  - EPaCCS Information Leaflet
- Increasing number of patients on QOF register
- Patients identified by multiple professionals
- Creating a locality-wide register of palliative patients which can identify areas of good practice e.g. proportion of home deaths and inform local service development

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## When should an EPaCCS record be created?

An EPaCCS record should be created as soon as a person has been identified as being within the last year of life.

General indicators of poor or deteriorating health as detailed within the Supportive and Palliative Care Indicators Tool (SPICT™) include:

- Unplanned hospital admission(s).
- Performance status is poor or deteriorating, with limited reversibility (e.g. the person stays in bed or in a chair for more than half the day.)
- Depends on others for care due to increasing physical and/or mental health problems.
- The person's carer needs more help and support.
- The person has had significant weight loss over the last few months, or remains underweight.
- Persistent symptoms despite optimal treatment of underlying condition(s).
- The person (or family) asks for palliative care; chooses to reduce, stop or not have treatment; or wishes to focus on quality of life.

Multiple unplanned hospital admissions should also be a prompt for EPaCCS.

Would you be surprised if this person dies within the next 12 months? If not, create an EPaCCS.

# EPaCCS- A User's Guide

## Overview

Overview | Eligibility | ACP | Pt Info | Medication | MDT | Frailty | After Death | BPC | Guidance

### PALLIATIVE CARE

**DNACPR**

CPR Status

CPR/DNACPR Discussion with patient

CPR/DNACPR Discussion with relative/carer

Populated DNA CPR v1.0

[Blank Regional DNACPR Form \(V1.0\)](#)

**OUT OF HOURS (OOH) Form**

GP out of hour's handover form completed

Populated OOH Palliative Care Handover doc

[Blank OOH Handover Form](#)

**PREFERRED PLACE OF DEATH**

Preferred Place of Death (First Preference)

- Where patient would ideally like to die

Preferred Place of Death (Second Preference)

- Acceptable to patient if first choice is not available

PPD is part of ADVANCE CARE PLANNING (ACP) where patients can express a preference about their end of life care

[More about ACP](#)

**ANTICIPATORY PRESCRIBING**

It is important that medications are available just in case in the patient's home

[Prescribe Anticipatory Drugs](#)

[Click here for your local Specialist Palliative Care Service](#)

This page provides all the key information for a person. This is the priority page to complete. Some of the important concepts covered include:

### DNA CPR:

- Any significant information about the discussion (e.g. a person's reaction or comments) or any other relevant information.
- all discussions around resuscitation should be documented.
- It is important to document which relative/carer it has been discussed with (free text) to avoid confusion and family distress.

### Preferred place of death:

- Preferred place of care v Preferred Place of death: again free text reasons for choice – they might be compelling and may influence decisions (e.g. a person may not want to die at home, there may be family dynamics to consider, or may be important to be at home because of faith and family tradition, etc.).

### Anticipatory medication:

- Ensuring anticipatory medication is in place is a key part of proactive end of life care. For a person and their carer this should be framed as having medication available in the house just in case a DN or GP needs to give something in the event of a sudden problem – which then saves having to find OoH chemist and unnecessary delay.
- Medications will be listed in the box at the bottom of the screen, so it's possible to see whether anticipatory medications been prescribed without having to leave the EPaCCS template.

# EPaCCS- A User's Guide

## Eligibility

The screenshot shows the 'Eligibility' tab of the EPaCCS system. At the top, there is a navigation bar with tabs for Overview, Eligibility, ACP, Pt Info, Medication, MDT, Frailty, After Death, SPC, and Guidance. The main heading is 'THE ELECTRONIC PALLIATIVE CARE CO-ORDINATION SYSTEM (EPaCCS) / PALLIATIVE CARE REGISTER'. Below this, a paragraph explains that EPaCCS is a shared template for recording information for people with a life-limiting condition. Two links are provided: 'SPICt' and 'GSF PIG 2016'. A section titled 'Please complete eligibility and consent for inclusion on EPaCCS / Palliative Care Register' contains several fields: 'On EPaCCS / Palliative Care Register' (checkbox), 'Consent' (dropdown menu), 'GSF and EPaCCS Patient Information Leaflet given' (checkbox), and 'EPaCCS Patient Leaflet' (link). A note states that information must be shared with all health care professionals. Below this is a 'Record Sharing' button. Further down are 'On Gold Standards Palliative Care Framework' (checkbox), 'GSF Status' (dropdown menu), and 'Primary Palliative Care Diagnosis' (dropdown menu).

This tab is entitled 'Eligibility' and is where person consent will be documented. There is also some brief information about diagnosis and expected prognosis.

### Consent:

Record sharing consent needs to be gained, if record sharing is not set to share out, please ensure you do so. This box must be completed because a person has a right to know that their illness is palliative (i.e. life limiting). Completion of consent indicates that a conversation has been with them about the palliative status of their illness. This also supports auditing the use of EPaCCS.

QOF codes for GSF status – to be entered by GPs only (or with their approval)

- Reviewing QOF codes for GSF status allows us to see whether people are being identified early enough in their illness before being put on EPaCCS.
- There are other codes which GPs may be using (red, amber, green) – might be worth switching to the template codes as they form part of the reporting and evaluation data – and are more helpful in terms of e.g. prognosis.





## Patient and Carer Information

The screenshot shows the 'PATIENT & CARER ASSESSMENT' form with the following sections:

- PATIENT / CARER INFORMATION:** Includes fields for Informal Carer, Carer insight checkboxes, Carer awareness of prognosis, Assessment of needs, and Provision of social services care package.
- DISABILITY:** A grid of checkboxes for various disabilities such as 'Difficulty communicating', 'Hearing loss', 'Patient reports no current disability', 'Impaired vision', 'Unable to summon help in an emergency', 'Impaired cognition', 'Impaired ability to recognise safety risks', 'No known disability', and 'Other disability'. It also includes a field for 'Australia-modified Karnofsky Performance Status scale' with a percentage input and a link to 'Karnofsky Guidance'.
- FINANCIAL SUPPORT:** Includes checkboxes for 'Continuing healthcare funding in place', a 'Fast track status?' dropdown, links to 'Fast Track Funding Forms - Wakefield' and 'Fast Track Referral Form- Kirklees' (Parts 1, 2, and 3), a 'Disability Living Allowance' dropdown, and a checkbox for 'DS1500 form - attendance allowance claim'.
- PERSONAL AND PROFESSIONAL RELATIONSHIPS:** Includes a text instruction to 'Record individuals or services involved in the patient's care. Tick Next of Kin as appropriate.' and checkboxes for 'Record Relationship', 'Has end of life care key worker', 'Record Key Worker', and 'Under care of palliative care specialist nurse'.

### Carer information:

Recording who the unpaid carer is and their relationship to the person, as well as their insight of the illness, allows us to avoid any assumptions about what the person and their carer may understand. It also helps us to 'pitch' our conversations accordingly.

### Financial support:

Capturing whether a referral to social services has been offered and whether a care package is in place may impact on your decisions (e.g. place of care) if as a health professional you know whether the person has support or not.

If the person is in the final short weeks of life then it may be appropriate to apply for fast track funding. You can look in the patient/carer tab to see if this has already been done.

# EPaCCS- A User's Guide

## Medication

The screenshot shows the 'Medication' tab in the EPaCCS system. At the top, a navigation bar includes 'Overview', 'Eligibility', 'ACP', 'Pt. Info', 'Medication', 'MDT', 'Frailty', 'After Death', 'SPC', and 'Guidance'. The 'Medication' tab is active, displaying a green background. On the left, there is a section for 'Prescription of palliative care anticipatory medication' with a 'QOF' indicator and a 'New Word Referral' input field. Below this are hyperlinks for 'Community Prescription Chart', 'Opioid Conversion Chart - Wakefield', and 'Opioid Information for Patients'. On the right, there are buttons for 'Apply anticipatory drugs' and 'Prescribe Opioid', along with instructions: 'Apply anticipatory drugs button DOES NOT include an opioid. Use button below to prescribe appropriate opioid.' and 'Use Oxycodone as anticipatory pain relief rather than Diamorphine if: - eGFR less than 40 - Patient using oxycodone for background analgesia (Orally MR or in syringe driver) - Diamorphine not tolerated'. A scrollable box at the bottom contains the text 'Medication view view cannot be shown when previewing a template'.

Medications are listed in the box at the bottom of the screen, so it's possible to see whether anticipatory medications been prescribed, or this tab can be used to prescribe, without having to leave the EPaCCS template.

Resources such as the opioid conversion chart and symptom management booklet are hyperlinked.



# EPaCCS- A User's Guide


## MDT

Overview | Eligibility | ACP | PT Info | Medication | **MDT** | Frailty | After Death | SPC | Guidance

### MDT MEETINGS

Use this section to document any multidisciplinary discussions that take place e.g GSF meetings.

Palliative care plan review  

Multidisciplinary meeting 

**Details of previous multidisciplinary discussions**

MDT Team Discussion view cannot be shown when previewing a template

GP practices might like to use this as a template for GSF/palliative care review meetings.

Documentation from previous meetings will be visible below, so it is possible to see a chronological progression throughout the illness.



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## Frailty



If a person has been identified as being frail and coded accordingly, this can be showed within this tab.

## After Death

Overview | Eligibility | ACP | Pt Info | Medication | MDT | Frailty | After Death | SPC | Guidance

### PLACE OF DEATH

When a patient dies it is the duty of the doctor who has attended in the last illness to issue the Medical Certificate of Cause of Death. There is no clear legal definition of 'attended', but it is generally accepted to mean a doctor who has cared for the patient during the last illness that led to death and so is familiar with the patient's medical history.

If the attending doctor has not seen the patient within the 14 days preceding death, and has not seen the body after death either, the registrar is obliged to refer the death to the coroner before it can be registered.

Please ensure place of death has been recorded. This will enable audit as to whether patients died in their place of choice. If preferred place of death was not achieved, please record the reason why below.

EPaCCS PPD Summary view cannot be shown when previewing a template

Place of Death

Patient died in usual place of residence

If PPD not achieved select reason

Recording preferred place of death and actual place of death allows us to consider whether there are any deficits in service provision. Any improvements which can be made to achieve the preferred place of death ultimately improves patient care and the experience for carers.



Free texting why the preferred place of death was not achieved helps us to identify why not, in line with QOF QI guidance.

This may well be an administrative task to complete this – whoever would normally record the practice deaths on S1 could potentially use this tab on the template.


This might raise questions and considerations:


- Is there a lack of support for patients dying at home (lack of education or lack of care package provision)?
- Are we not anticipating symptoms sufficiently well at home – can we improve?
- Did we not pick up on the fact that the carer was struggling to cope – could we have got carer support in earlier?


## Specialist Palliative Care (SPC)

Overview | Eligibility | ACP | Pt Info | Medication | MDT | Frailty | After Death | SPC | Guidance

**Choose the relevant template for your local service information**  
**This includes referral forms, e-referral and e-consultation links and local links to useful documents and web sites**

 DG Wakefield SPC

 DG North Kirklees & Greater Huddersfield SPC

 DG Calderdale SPC

Where there is a complex specialist palliative care need, we would suggest timely referral to SPC services- in Kirklees this is Kirkwood Hospice.

A wide range of support is available including community SPC nursing input, self-management programmes, drop in services and bereavement support. Patients should have an active, progressive and potentially life threatening illness.

Patients should have unresolved, complex needs that cannot be met by their current caring team, or it is anticipated that the patient may develop these needs in the future. These may be psychological, social, spiritual or physical needs.

# EPaCCS- A User's Guide

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## **Remember, EPaCCS is about the person and their wishes:**

- Imagine you'd never met the person – what would you want to know?
- Put as much relevant, concise information on as possible.
- The quality of the information is only as good as the quality of the information entered.
- It is important it is kept up to date.
- It's for everybody to contribute to.
- Even if you only add one piece of information, it adds something and helps the next professional who sees the patient to understand more
- It's a quick and easy reference point to find important information quickly.
- It is also full of useful resources, links and websites.

## **Who can I contact for further advice or support?**

The Kirklees EPaCCS Task and Finish Group can be contacted for further information, advice and support through emailing:  
[Sadaf.adnan@kirkwoodhospice.co.uk](mailto:Sadaf.adnan@kirkwoodhospice.co.uk)

Regular EPaCCS training and education sessions for staff within Kirklees are also being considered by the Group.

