

Opening the doors to widen access via the hospice community drop-in café

INTRODUCTION

Service evaluation identified attendance within the support and information service was below expected levels

Although underuse of health services is common, this could contribute to significant suffering'. Prior to the pandemic, this service was offered by appointment only.

To improve the quality

and delivery of better care, services needed to adapt and change to meet the comprehensive health and wellbeing of local populations by becoming more personalised.



Both

qualitative & quantitative

data collection was gathered to ensure findings were grounded in participants experiences



Consultation with stakeholder groups to

facilitate collaboration & increase support

for the service change

Fig.1 shows attendees by type with the patient being the dominant number.

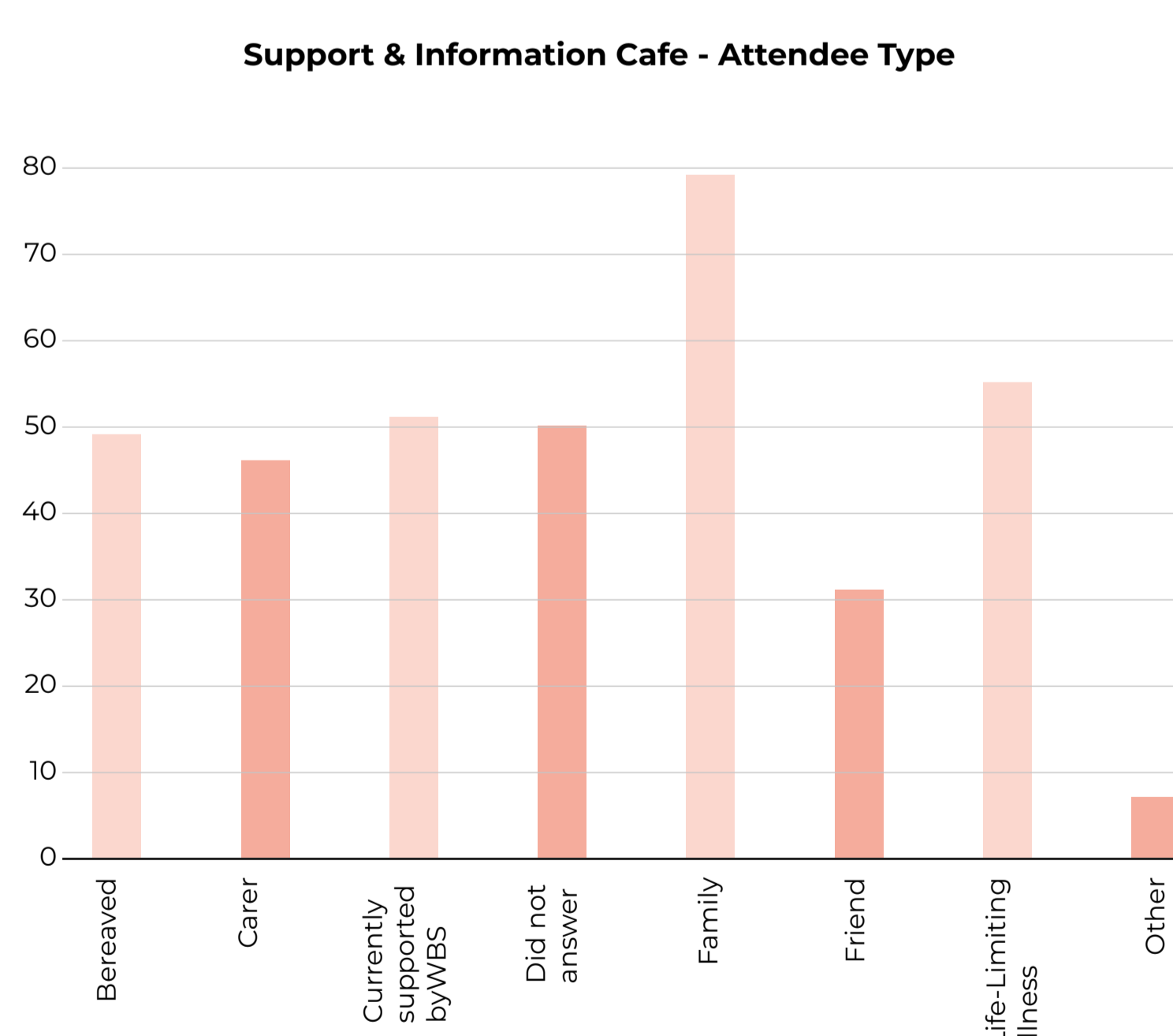
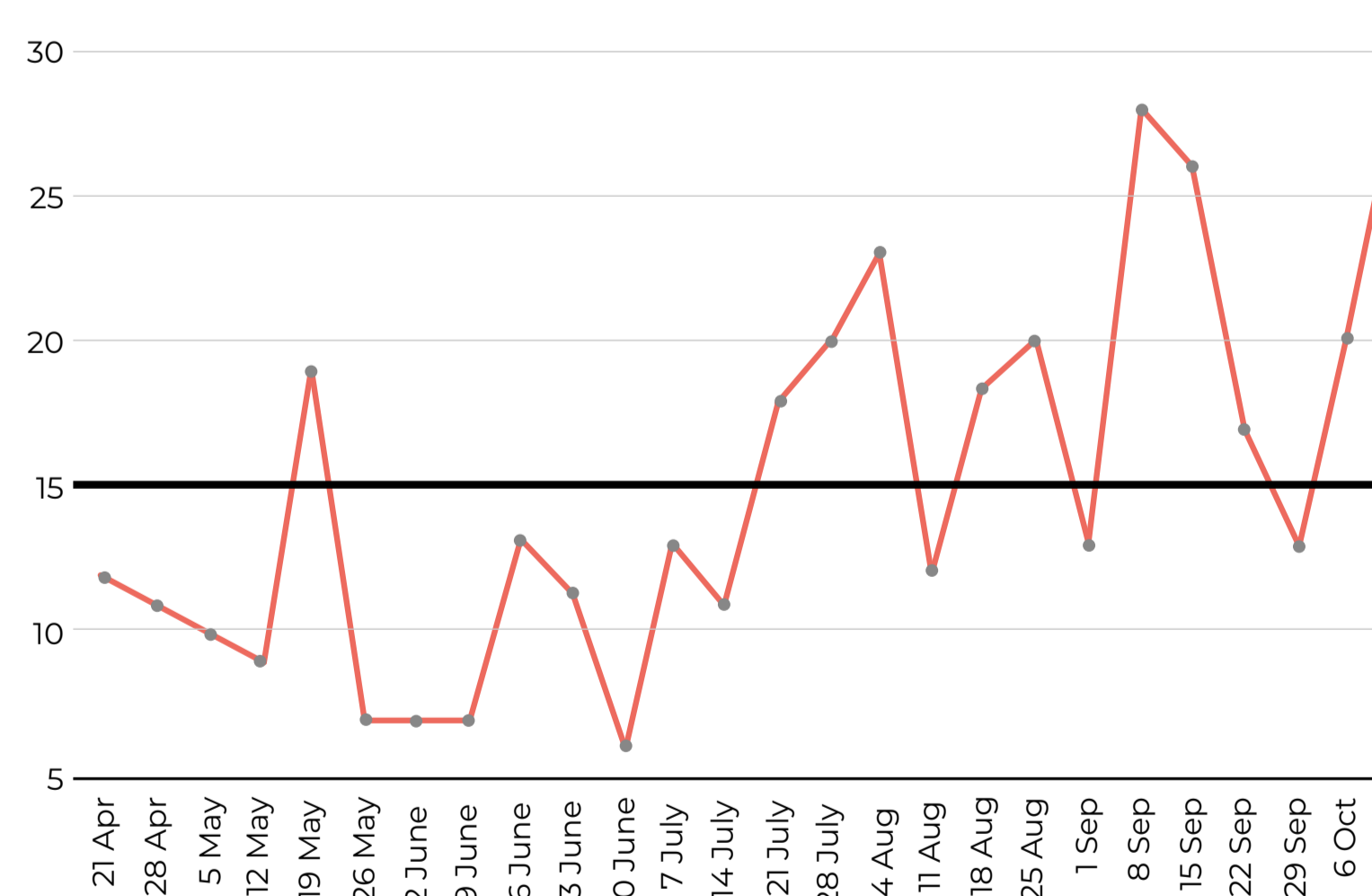


Fig.2 shows weekly numbers attended with a mean of 15.28 per week.



An upward shift in attendance

demonstrated the service improvement had been successful. The dominant attendee type was the person affected by a life limiting illness. The desired impact was achieved with high attendance figures, showing not only a need for this service but the quality and effectiveness of this service through feedback.

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CONCLUSION

This exciting innovation is ongoing

due to the needs of the service pre, during and post pandemic.
This is to ensure people feel supported and have access to services in a timelier way.