



NCDAH – BEST PRACTICE PROFORMA

Trust Name: Royal Devon & Exeter NHS FoundationTrust

Hospital Name: Royal Devon & Exeter Hospital - Wonford

Example of good practice description: *(Please include, where appropriate, what made you think of the idea? What you did? Who was involved? Details of any education and training undertaken or delivered)*

Section 3: Goal 12

Our hospital struggled to achieve informing GPs of patient's deaths which resulted in several complaints & great concern for managers.

It was identified that a large cause of the problem was patients dying at night or weekends when the GP surgeries were not open & staff could not make the call at the time of death & it was then not done in working hours.

A system was therefore set up whereby the Out of Hours GP service 'Devon Doctors' agreed to take the message that the patient had died & relay on to the GP surgery.

Mid 2006 we added the prompt on Goal 12 which has the 'Devon Doctors' 24hr/7day a week phone number so staff can now ring at any time when the patient has died.

At the same time we also produced a 'Checklist for Deceased Adult Patients'. This is a duplicate of Section 3, to be used for patients who are not on the LCP when they die.

Has this example been evaluated? If yes, please explain the method used, and whether it indicated a change in practice

In the NCDAH for our hospital Goal 12 was 83% Achieved.

Additional Comments: