

# HNA at home—Pilot Evaluation

## BACKGROUND

Pilot conducted to assess a new means of delivering Holistic Needs Assessment at home.



### AIMS

To encourage the uptake in accepting the offer of HNA for Oesophago-gastric patients\*\* in the home environment, rather than standard method of telephone or clinical setting. Reviewing the quality of the conversation, identifying trends in highlighted worries/ concerns  
Ensuring delivery of multiple elements of personalised care in line with NHS Long Term Plan.

*\*\*delivered to patients who are best supportive care*

## RATIONALE AND MOTIVATION TO REVIEW CURRENT PRACTICE-

Poor uptake on the offer on HNA in general

Home visit will reduce the number of hospital appointments for vulnerable patients

More personalised care with rich conversation

Identify patient priorities and draw up a more meaningful care plan



## KEY FINDINGS

### Multiple elements of NHS Long Term Plan delivered effectively

- ✓ Health and well-being information and support provided
- ✓ Personalised care and support
- ✓ End of treatment Summary completed
- ✓ Joint decision making promoting “buy-in” from patients
- ✓ Preparation for transition to supported self-management.



Patients making **less** ad-hoc calls to the Upper GI Team.

Proving supported self-management



Patient led **follow up plans agreed** in preparation for Personalised Stratified Follow Up (PSFU) in Oesophago–Gastric patients



**100%** uptake on the home visit offer.

*compared to 15% accepting a virtual HNA (using Attend Anywhere)*