

Hospice Data and Commissioning

Big Conversation
Wednesday 26th February 2025

Welcome and introductions

Annette Alcock, Director of Programmes
Hospice UK

Big Conversations

The Big Conversations series comprises webinars, workshops, and roundtables that enable our members to:

- learn more about key issues
- share knowledge and experience to inform our work
- discuss problems and solutions with peers
- get practical guidance to move work forward

We invite you to continue engaging with us in the months ahead, as we explore a range of important topics.

Scan Me



Components of commissioning

Collaborations offer efficiencies, speak as one voice, provide population level solutions

Data and evidence show outcomes, service quality, population reach and system impact

Understand power structures and funding flows; build and influence key **relationships**

Describe services in a system context, and understand NHS priorities and terminology

Hospice UK's role in commissioning



- Influencing and **disseminating** national guidance: commissioning frameworks, operating guidance, agenda for change uplifts



- **Sharing** local collaboration and commissioning experience: roundtables, regional meetings, hospice support



- **Collating** and utilising hospice data: finance, service activity and demographics, clinical and care workforce; next step to describe the service models

Provider collaborations and alliances

Hospice Collaborations:

single voice, economies of scale

to engage

to coordinate

to integrate

to influence

PEoLC Alliances:

single contract, joined up service delivery

VCSE Partnerships:

sector voice, system funding

Hospice Collaboration Leads Network

The hospice data framework

Population data	<ul style="list-style-type: none">• PopNAT tool (including hospice catchments)• Future and unmet needs calculations
Service activity data	<ul style="list-style-type: none">• Activity and patient demographic survey• Patient safety measures
Workforce data	<ul style="list-style-type: none">• Workforce survey
Financial data	<ul style="list-style-type: none">• Hospice accounts and financial benchmarking• Financial sustainability index
Outcomes / impact data	<ul style="list-style-type: none">• PCOM360 tool (patient outcome measures)• Making Data Count (trends and outliers)

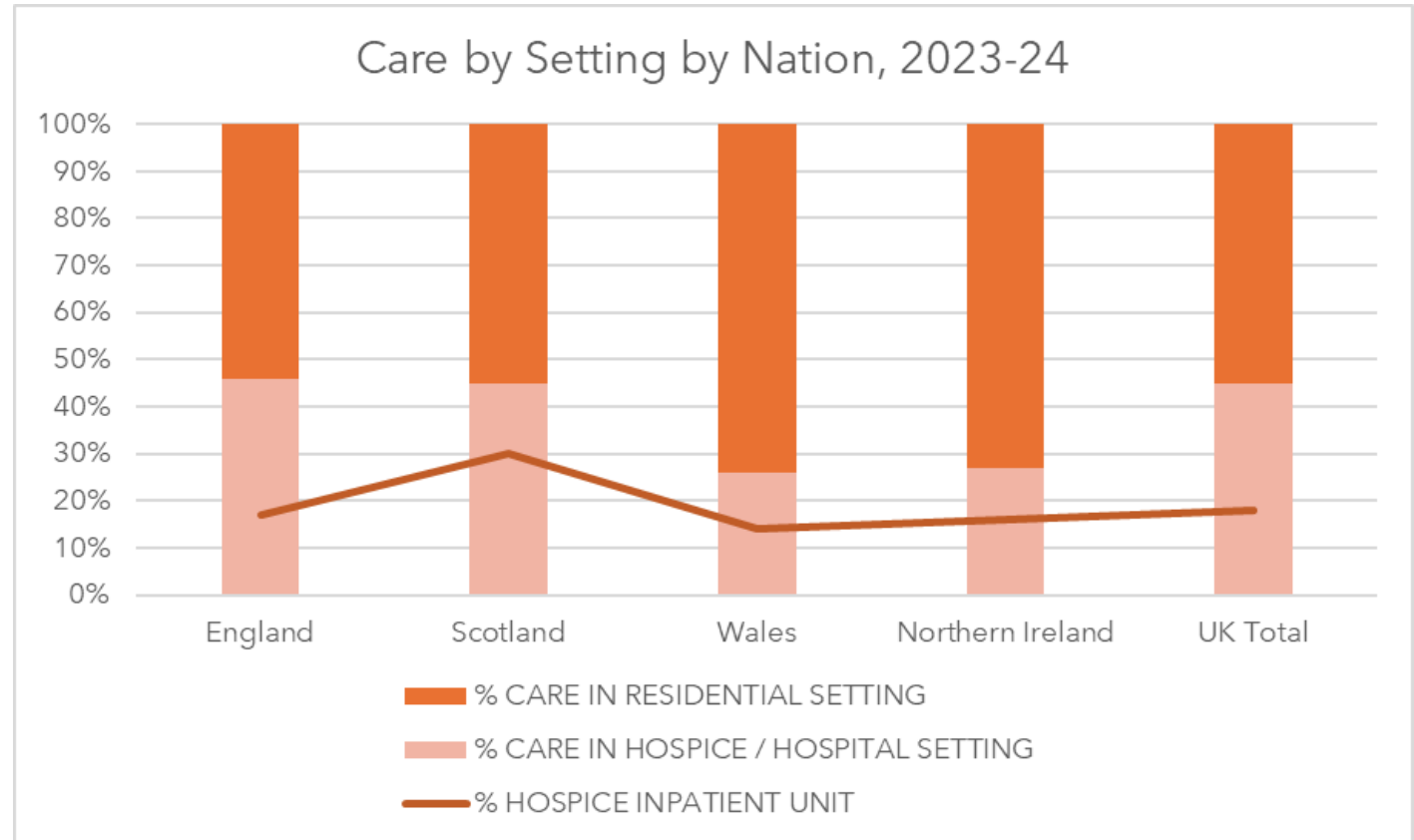
[Hospice Data Analysts Network](#)

Hospice reach and care setting

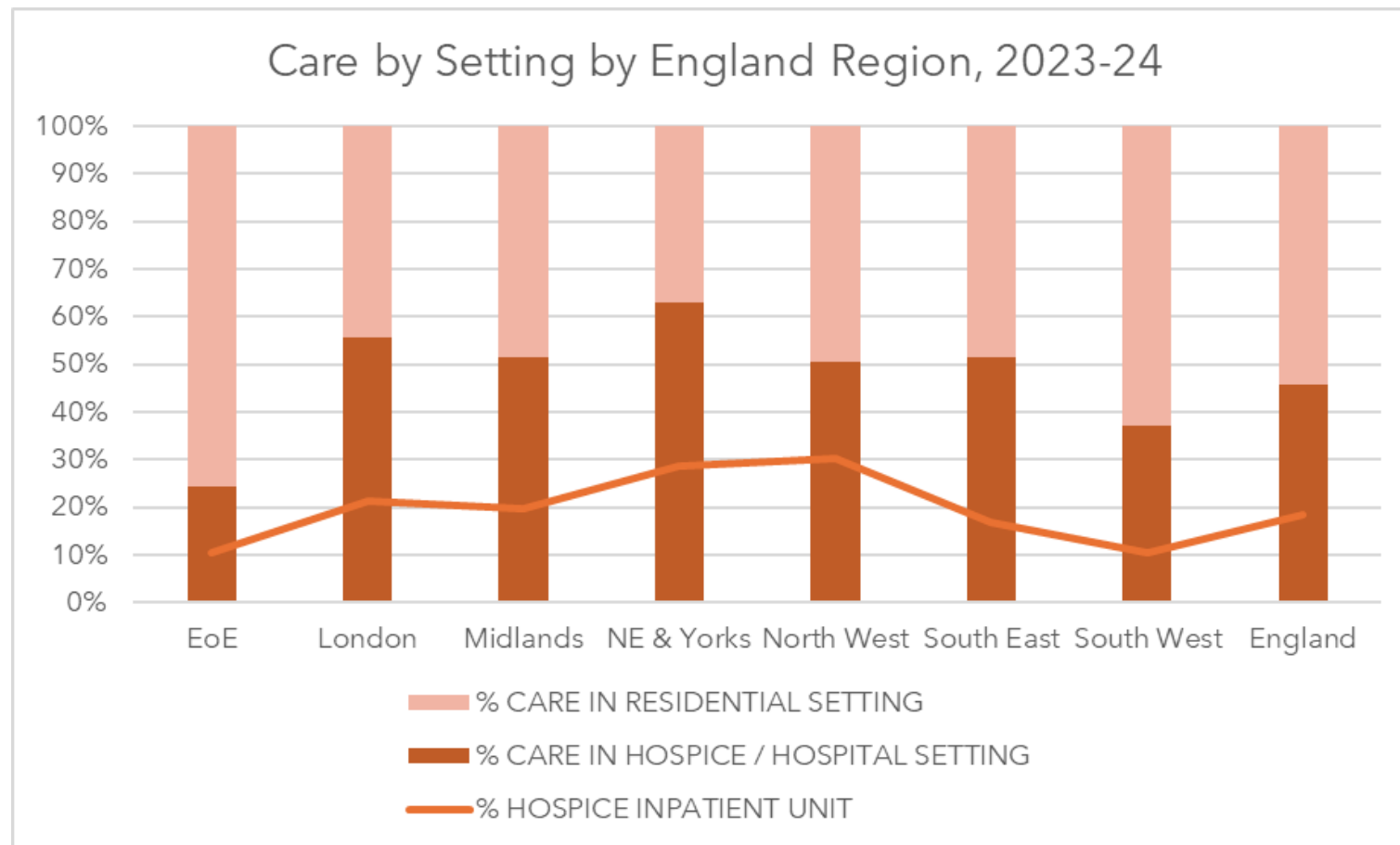
Hospice UK Hospice Activity and Demographic Survey, 2023-24

82% response rate

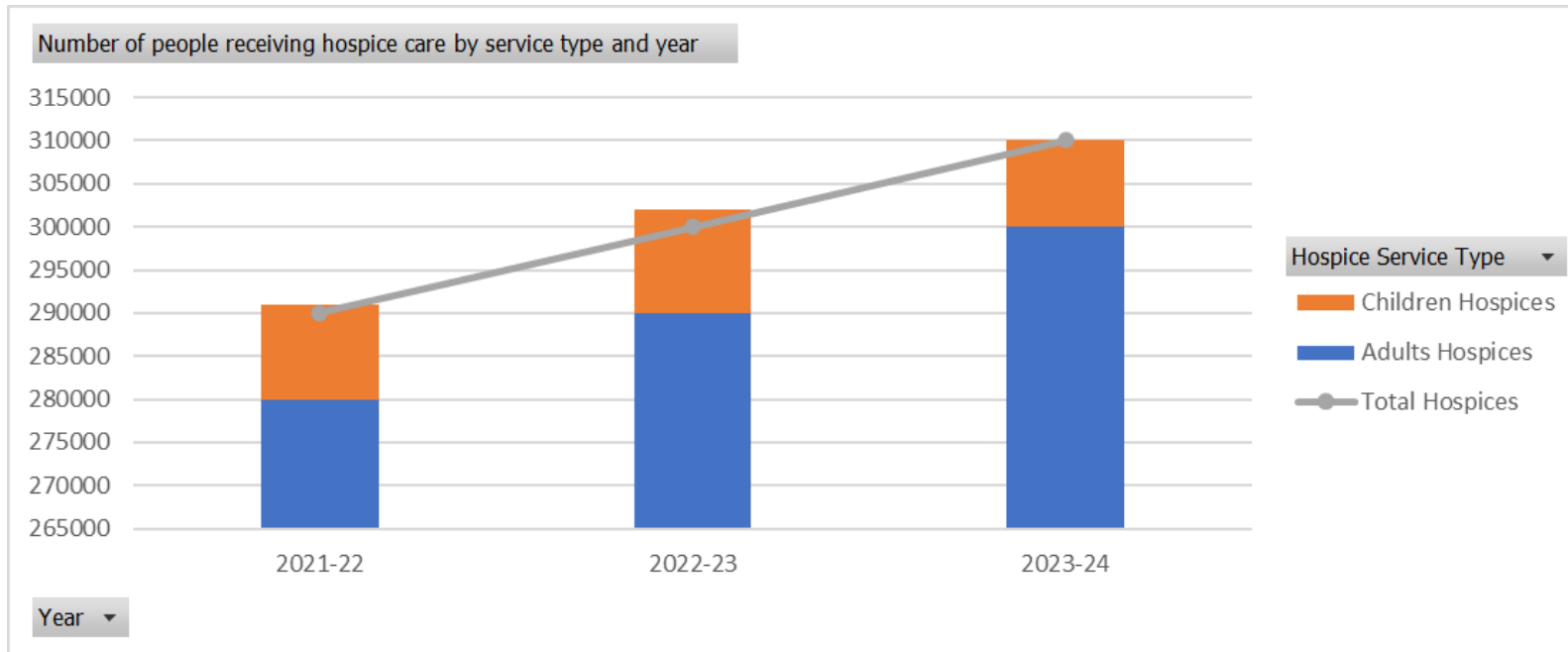
- UK hospices provide palliative and end of life care to **310,000** people annually
- UK hospices provide direct support services to **92,000** loved ones and carers annually
- **18 percent** of total activity is delivered in a hospice inpatient unit



English region hospice care setting



Hospice reach trends



- Continued steady increase in patients cared for by adult hospices
- Slight decrease in children cared for by children's hospices
- Improved reporting of carers services for loved ones

Year	Adults Hospices	Children Hospices	Total Hospices
2021-22	280,000	11,000	290,000
2022-23	290,000	12,000	300,000
2023-24	300,000	10,000	310,000

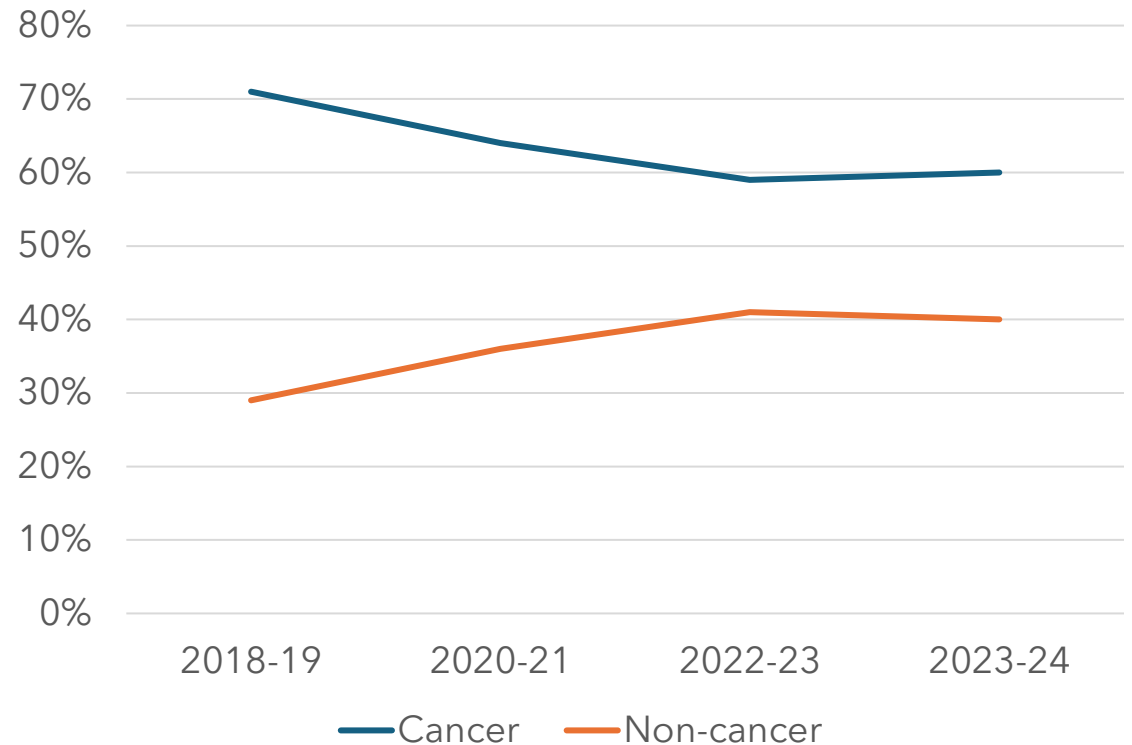
Diagnoses trends

The proportion of cancer and non-cancer patients in hospices remains 60% cancer and 40% non-cancer

For children's hospices, neurological conditions account for 54% of those being cared for

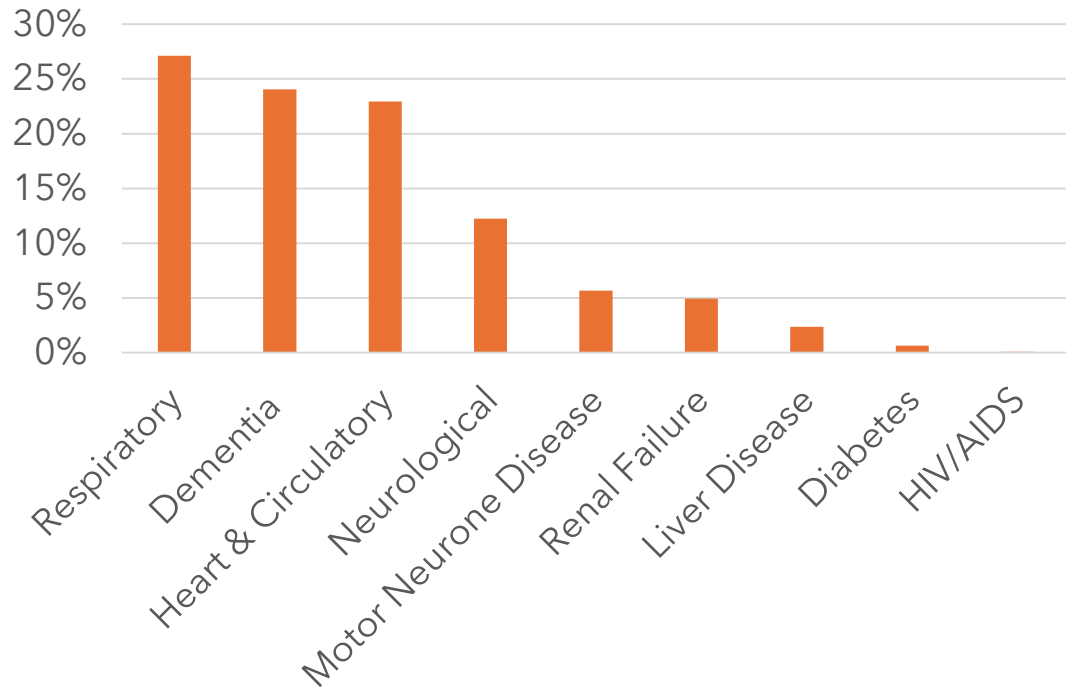
In adult's hospices, there is a slight increase in the percentage of those with heart failure and MND

Proportion of Cancer and Non-Cancer Diagnoses



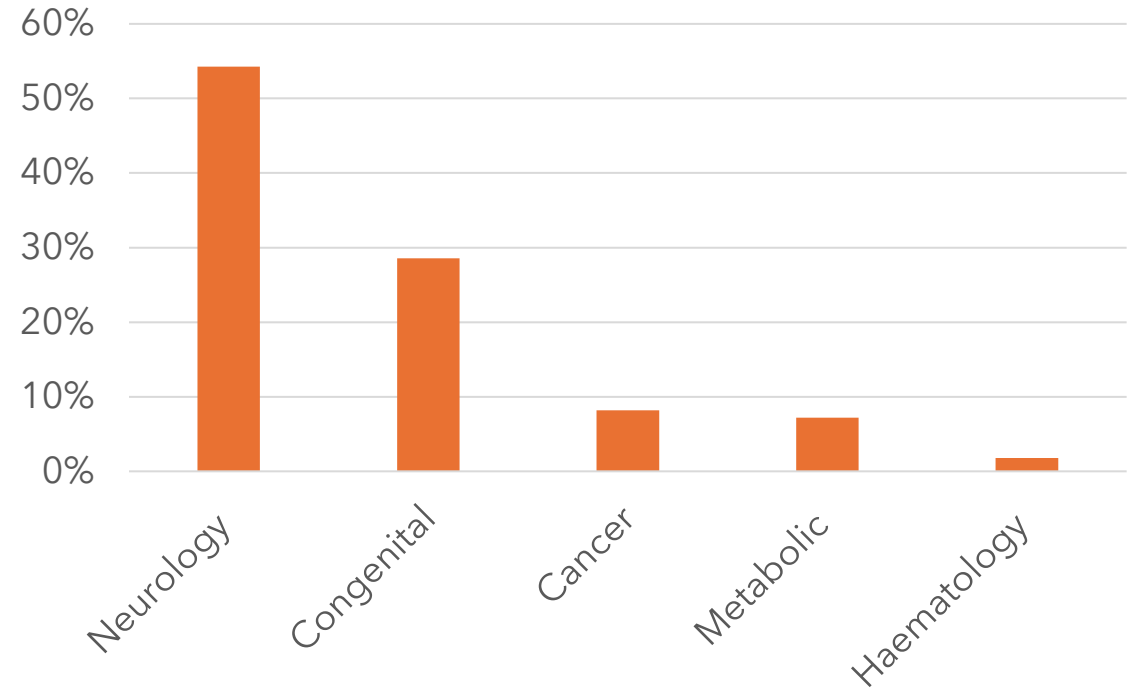
Diagnoses breakdowns, 2023-24

Non-Cancer Diagnoses for Adult Hospice Patients, 2023-24



N=88

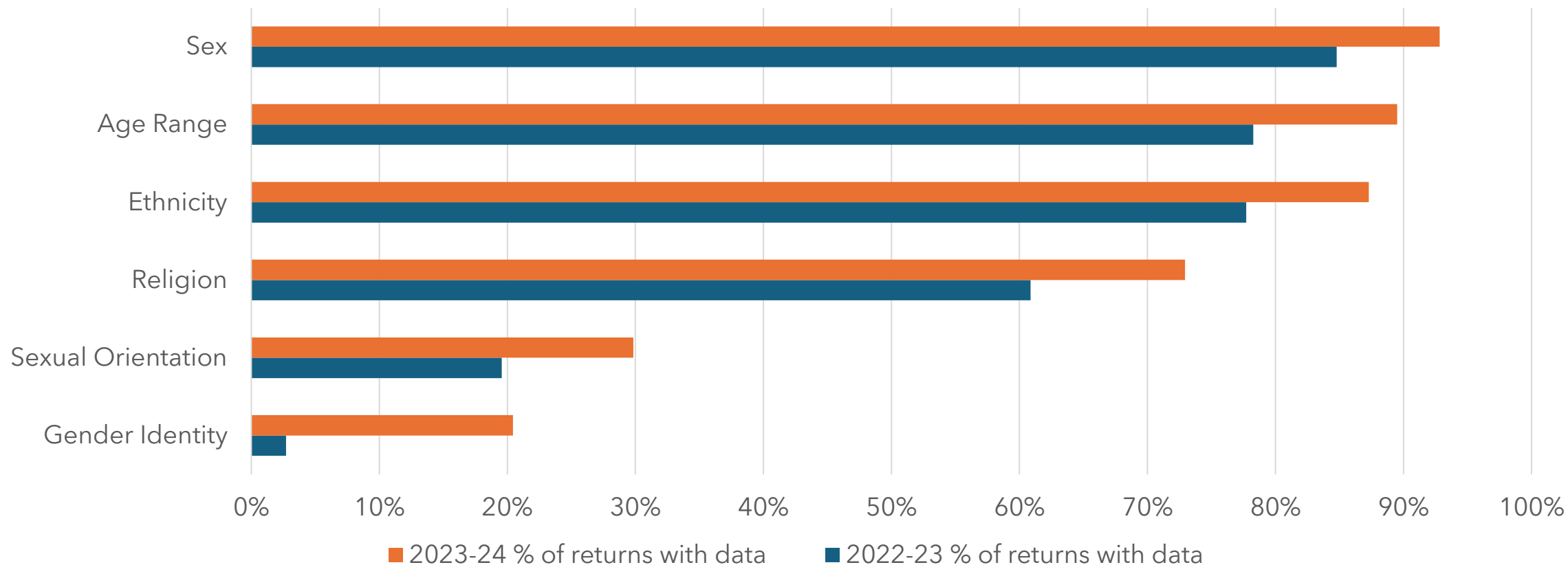
Diagnoses for Children's Hospice Patients, 2023-24



N=13

Demographic data completeness trend

Completeness of patient demographic data



Hospice clinical and care staff

Hospice UK Hospice Workforce Survey, 2023

73% response rate

In 2023, a head count of **16,000 clinical and care staff** were employed by hospices in the UK

Of which:

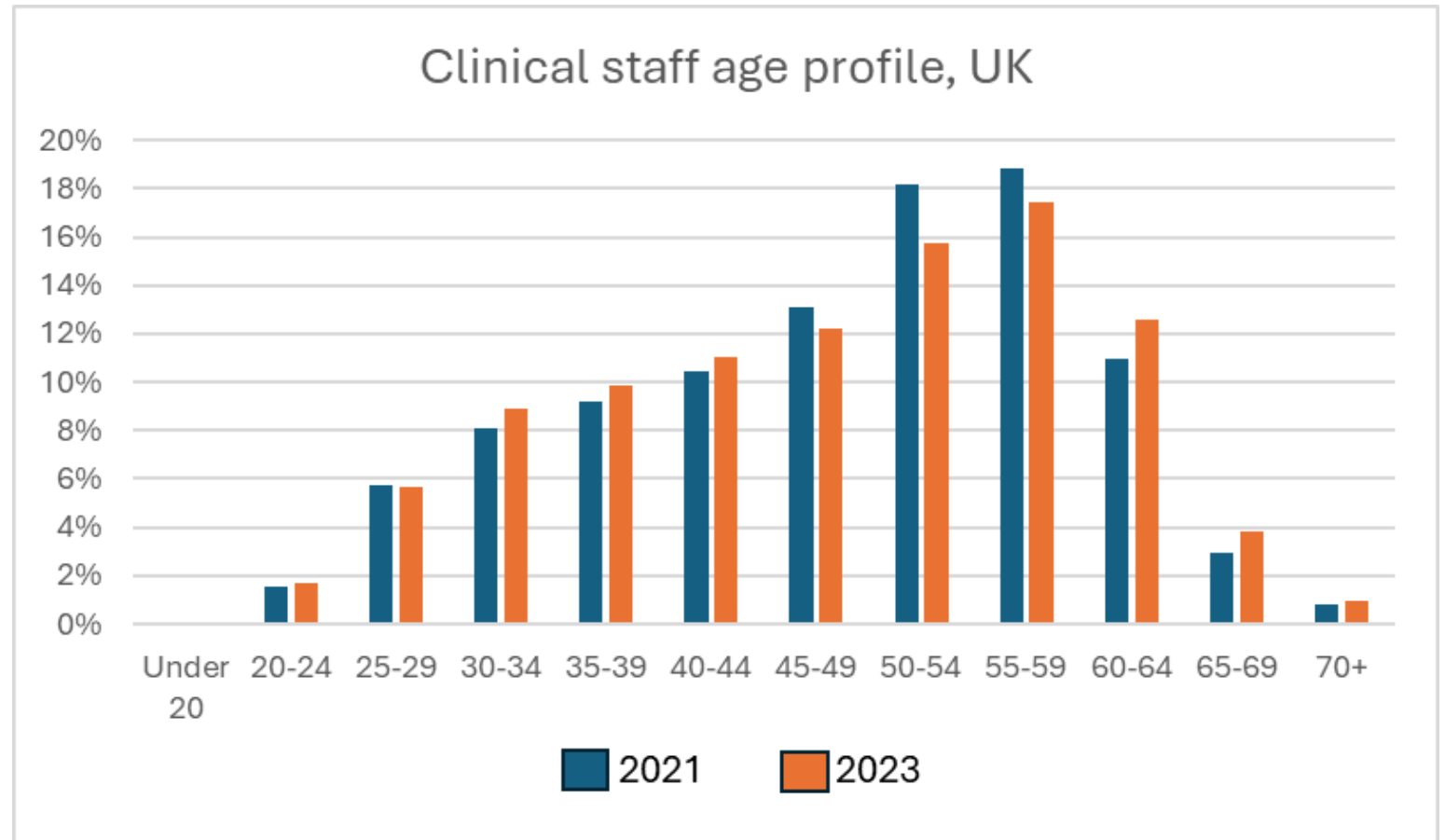
12,200 Nurses and healthcare assistants

950 Doctors

2,850 Other health and care professionals

Demographics of hospice staff

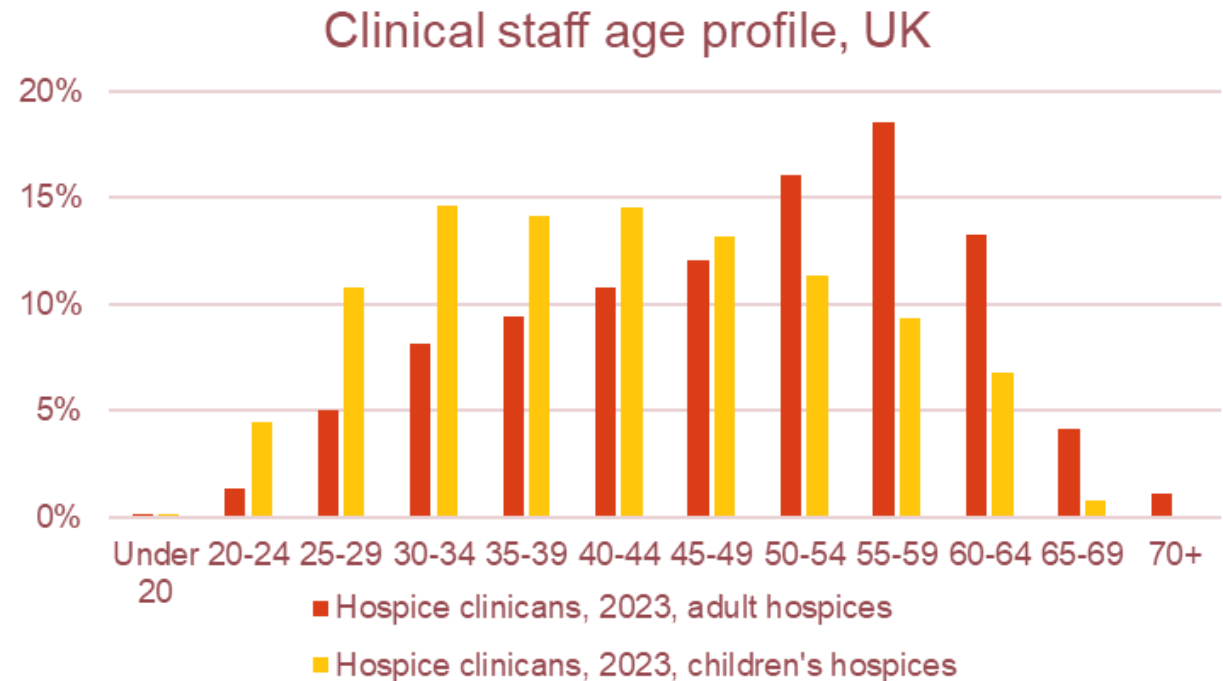
- 91 percent of the clinical and care workforce is female
- 35 percent of clinical and care staff are over 55 years of age
- In Wales, this is 45 percent
- 5 percent decrease in 45-60 year-olds in two years, so who will provide experienced supervision?



Demographics of children's hospice staff

Different profile in adult and children's hospice workforce in the UK

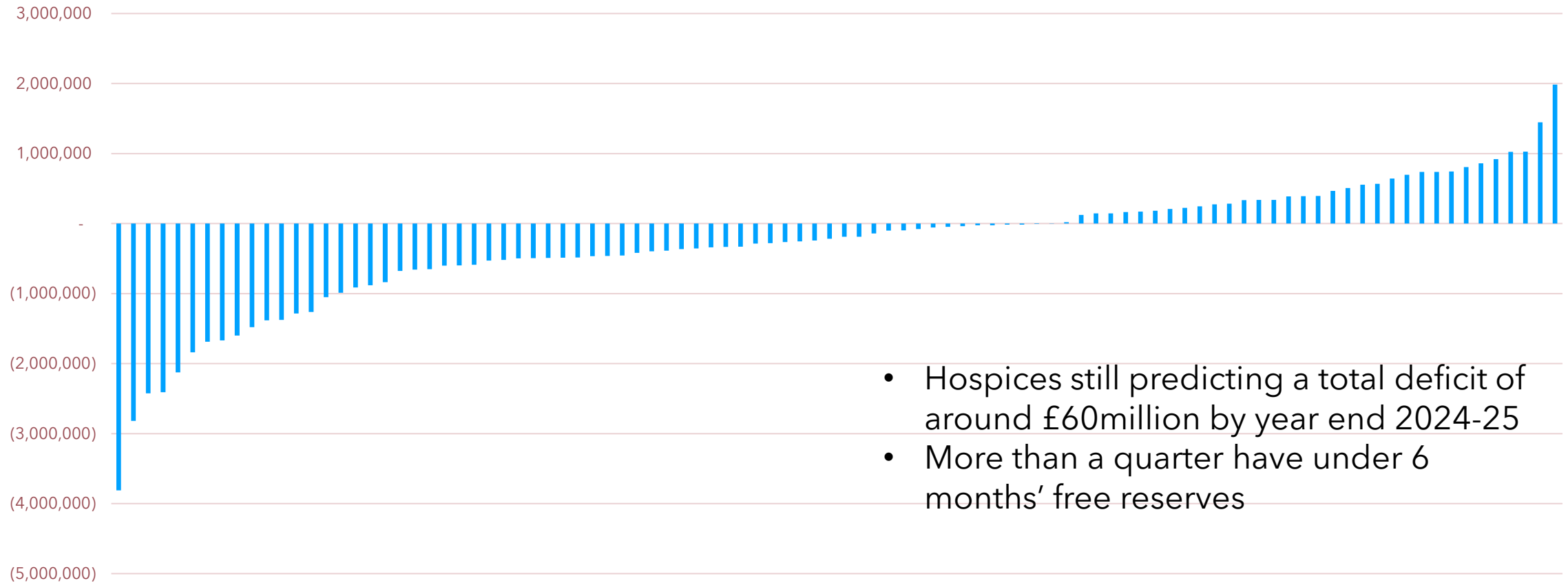
- 77 percent of children's hospice staff are female compared to 92 percent of adult hospice staff
- 17 percent of children's hospice staff are over 55 years of age compared to 37 percent of adult hospice staff



Hospice deficits / surplus 2024-25 Q3

Financial Benchmarking Network

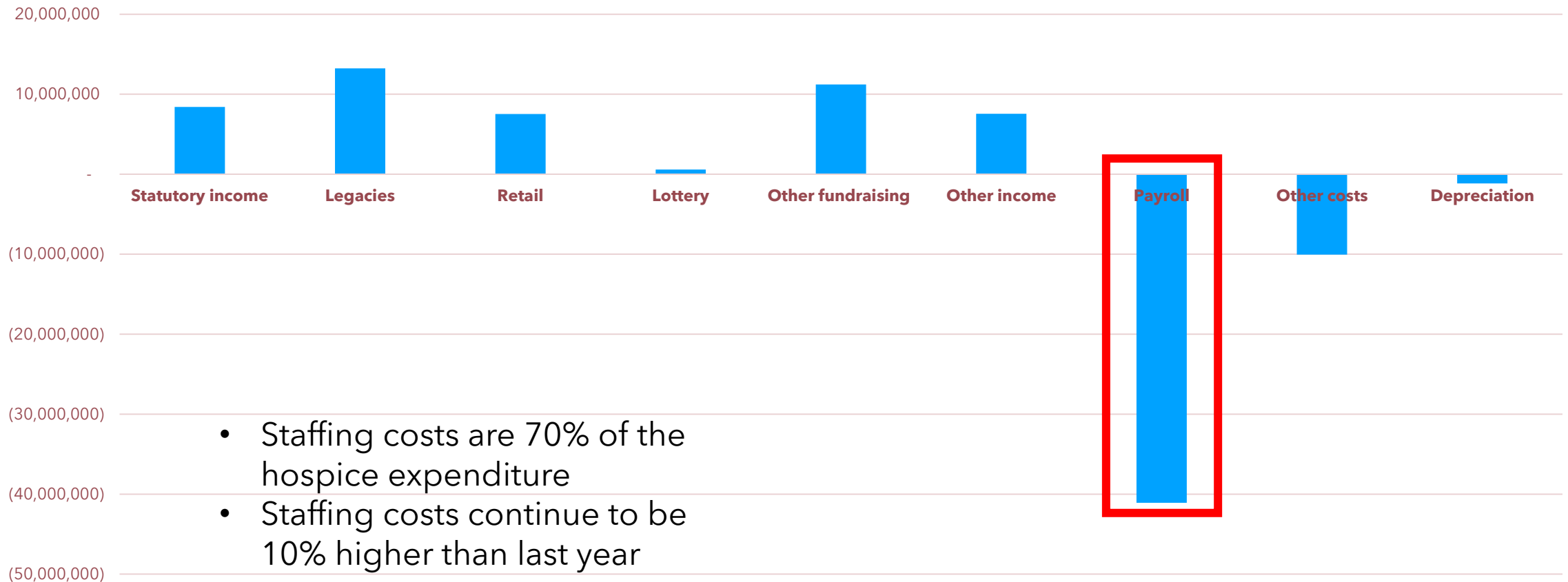
Deficit / Surplus (before changes in investment values)



- Hospices still predicting a total deficit of around £60million by year end 2024-25
- More than a quarter have under 6 months' free reserves

Cost pressures 2024-25 Q3

Overall performance v last year



What can we do with this data?

Population data

denominator for comparison: catchment area or prevalence

equity of access by: need and patient characteristics and geography and diagnosis

Workforce data

map functions to need

recruit and upskill for required capabilities

attractive T&Cs and succession planning

Service data

meeting patient needs: responsive, equitable, coordinated

clinically safe: regulatory compliance

financially sustainable: funding models

Hospice UK's role influencing decision-makers



- **Curating the data** on need (PopNAT, complexity) and collating the hospice care data (activity and demographics, workforce, cost)



- **Speaking as one voice**, campaigning and complementing the local messages (funding, workforce, charity sector)



- **Engaging and influencing** with Parliament, Ministers, Departments of Health and national NHS bodies

Showing the impact of hospice care

Across the UK, you can look at the number of people receiving hospice care and the number of registered deaths. However, you cannot use the two figures to get a percentage as they do not directly correlate.

Country	People receiving hospice care 2023-24	Registered deaths in 2023
England	260,000	544,054
Scotland	19,000	63,445
Wales	12,000	37,309
NI	11,000	17,254

Population Needs Assessment Tool (PopNAT)

England Care System Level Needs

View data covering Population, Health, Deprivation, Demographics, and Care Network by pre-defined Health areas within England

England Childrens Needs

View data covering Population, Demographics, and the Care Network, presented to support Childrens Hospices within England

England Local Needs

View data covering Population, Dementia, and Demographics for a custom study area within England

Population Needs Assessment Tool

Select a Level of Geography

Data is available to view at multiple levels of geography, from the least granular set of areas first and the most granular ones last.

Hospice Catchment (Adults)

Catchment areas for Hospices serving Adults

This unique geography set, created by HospiceUK based on information supplied by Hospices, is constructed through the merging lower tier local authorities.

Note: This dashboard only shows a data for a single UK nation, so catchments which extend beyond that area may have incomplete or inaccurate data

Integrated Care Board

Integrated Care Boards (ICBs), as part of the Integrated Care Systems (ICSs), are organisations focused on bringing NHS providers together to improve population health and establish shared strategic priorities.

This level of geography is important for population needs assessments as ICBs are the primary entity involved in planning, commissioning and related decision making that affects NHS and local care providers in England.

You can do this by any combination of:

• St Luke's Hospice Plymouth

- **Searching** for an area (by place name, landmark, postcode etc) in the top bar
- **Using your current location**, by clicking "Use my location"
- **Adding nearby areas** from the side bar.
- **Removing an area** by clicking the 'x' next to its name above the map.

🔍 Search areas by postcode, ZIP code, address and more...

📍 Use my location



Preview and select nearby areas from the list below:

Rowcroft - The Torbay and South Devon Hospice
Adjacent to St Luke's Hospice Plymouth

Cornwall Hospice Care
Adjacent to St Luke's Hospice Plymouth

North Devon Hospice
Adjacent to St Luke's Hospice Plymouth

Hospiscare
Adjacent to St Luke's Hospice Plymouth

Select a Level of Geography

Only one level of geography is available for selected topic and has been pre-selected for you.

Neighbourhood 2021
This level of geography is comprised of Middle Super Output Areas (MSOAs) in Wales. They are used to report data for small areas and have a minimum population of 5000 people per MSOA. They allow for more precisely targeted needs assessment.

Only one level of geography is available for selected topic and has been pre-selected for you.

Select the Area(s) of Interest
(10 / 100)

Now select up to 100 areas to explore by adding them to the map below.

Now select up to 100 areas to explore by adding them to the map below

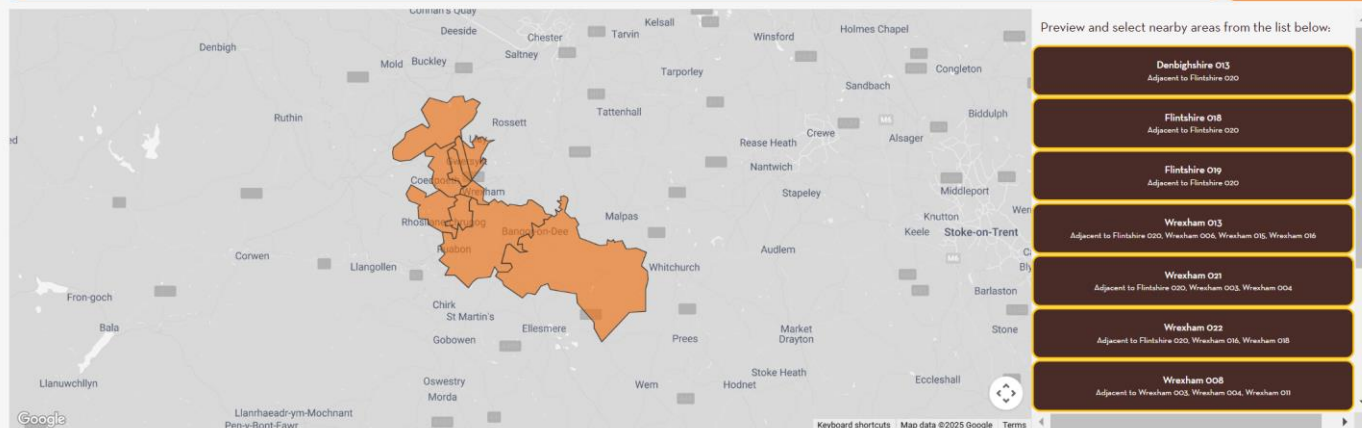
You can do this by any combination of:

- **Searching** for an area (by place name, landmark, postcode etc) in the top bar
- **Using your current location**, by clicking "Use my location"
- **Adding nearby areas** from the side bar.
- **Removing an area** by clicking the 'x' next to its name above the map.

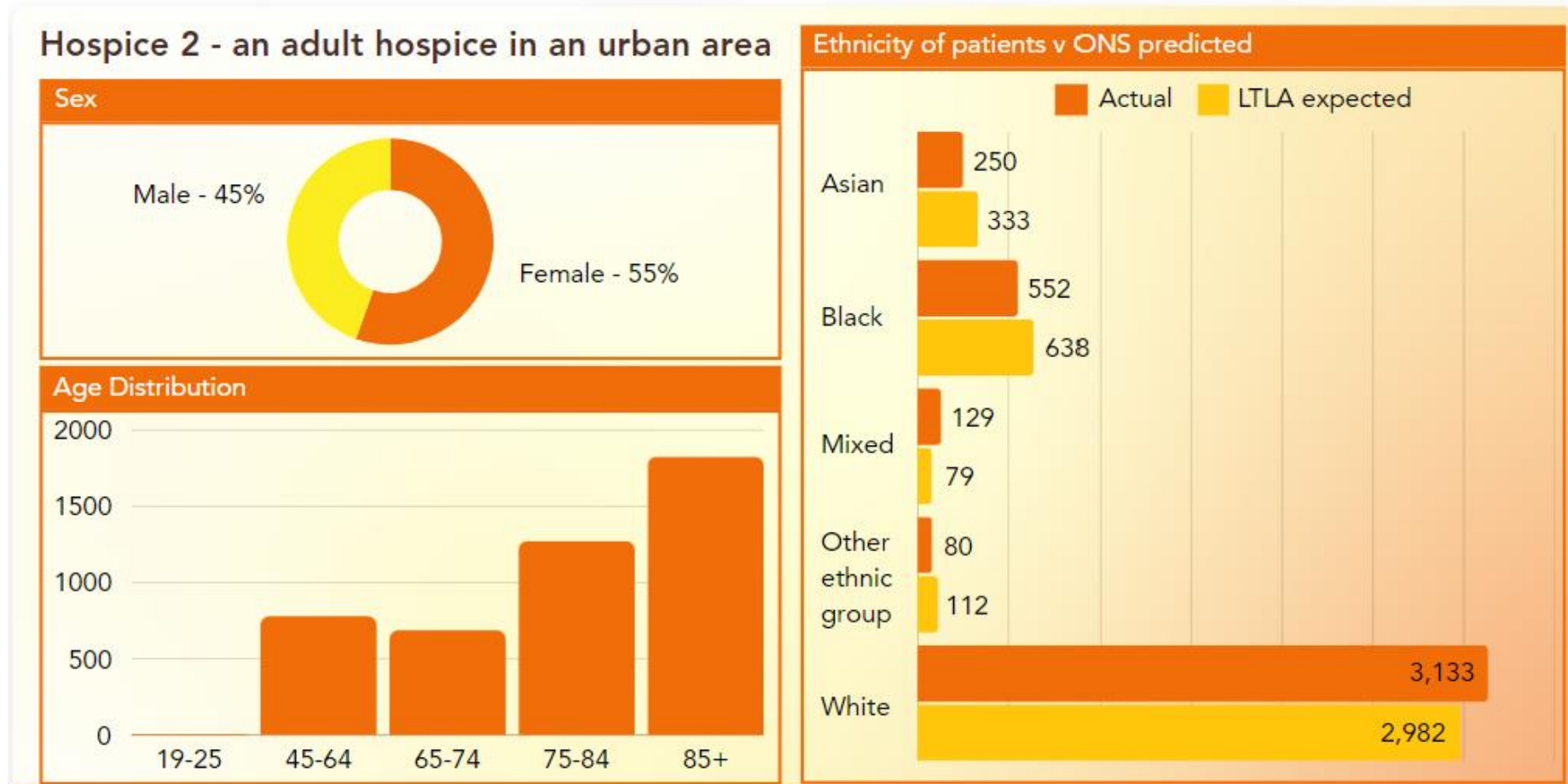
[Wrexham 018](#)
[Wrexham 016](#)
[Wrexham 015](#)
[Wrexham 011](#)
[Wrexham 003](#)
[Flintshire 020](#)

[Wrexham 006](#)
[Wrexham 014](#)
[Wrexham 004](#)
[Wrexham 005](#)

📍 Use my location



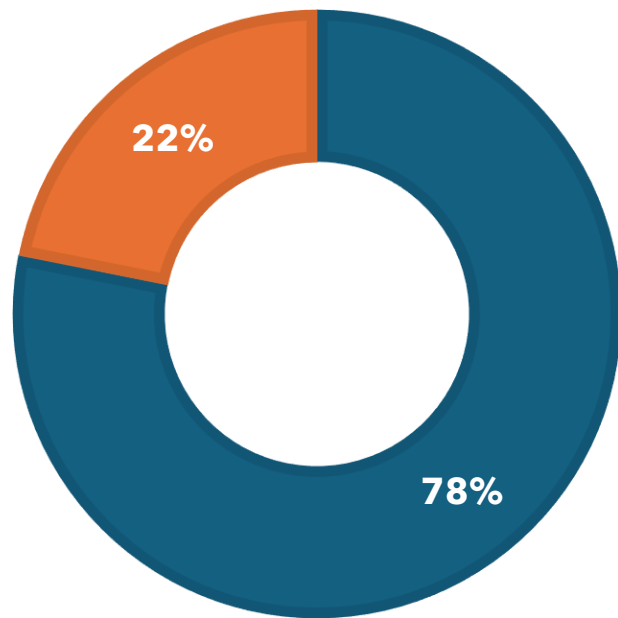
Comparing local patient demographics



Using PCOMs

Use of Outcome Measures by Adult Hospices, 2023-24

■ Record PCOMs ■ Don't Record PCOMs



Hospices continue to use Patient Centred Outcome Measures (PCOMs) in the same proportion as last year

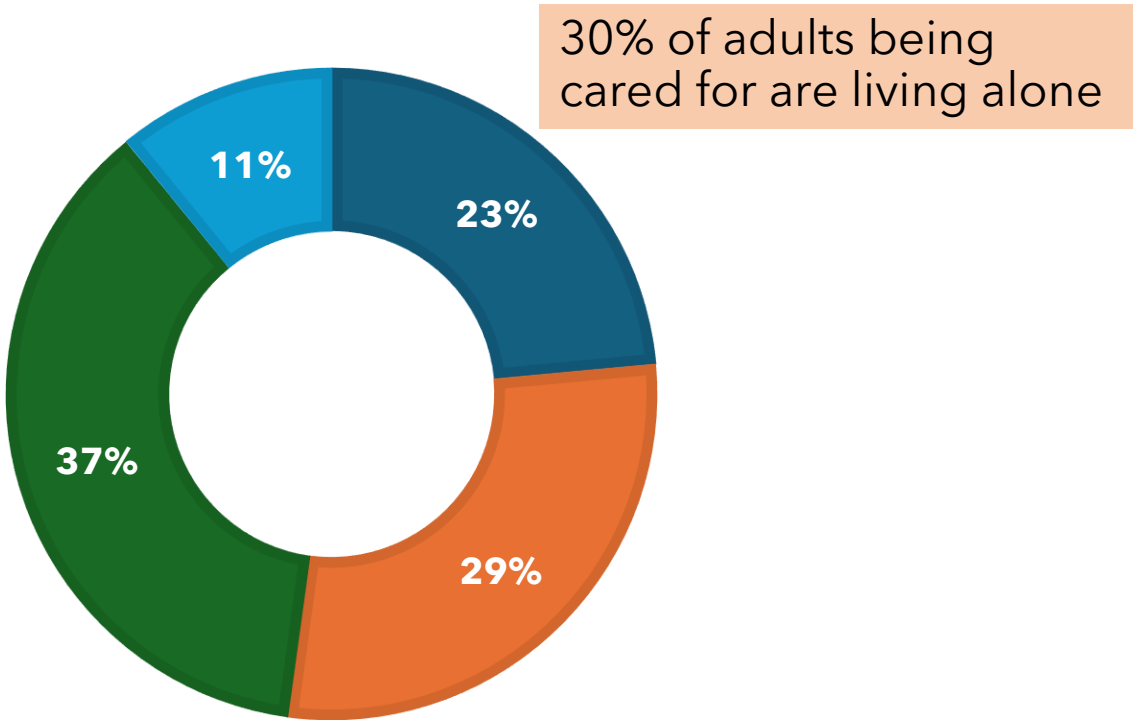
PCOMs are the OACC suite measures:

- Phase of Illness
- AKPS (Australia-modified Karnofsky Performance Status)
- IPOS (Integrated Palliative Care Outcome Scale)
- CPOS for children (launched at the Big Conversation in February 2025)
- Barthel

Understanding complexity and currencies

Phase of Illness when entering hospice care, 2023-24

■ Stable ■ Unstable ■ Deteriorating ■ Dying



Last Year of Life Currency Model

Currency Unit	Phase of Illness	AKPS Functional Status
CAE01A	Stable	High
CAE01B	Stable	Medium
CAE01C	Stable	Low
CAE02A	Unstable	High
CAE02B	Unstable	Medium
CAE02C	Unstable	Low
CAE03A	Deteriorating	High
CAE03B	Deteriorating	Medium
CAE03C	Deteriorating	Low
CAE04Z	Dying	-
CAE05Z	Deceased	-

Evidencing media and engagement work

Financial
benchmarking
service cuts survey



Fifth of UK hospices cutting services
amid funding crisis, finds report

The Telegraph

Why Labour's NHS pay rise could be
catastrophic for hospices

Matching lucrative public sector salaries will cost struggling facilities £66m

Agenda for Change
then National
Insurance uplift
calculations



**End-of-life care to be 'stripped
back' if NHS can't fund hospices hit
by tax hike**

Rachel Reeves's plan to raise employer NI will worsen 'urgent funding crisis' faced by hospices - who rely mostly on charity



MailOnline

**'Hospices relying on greater income from
charity shops than Government funding'**



Financial
benchmarking
income split, and
staff costs

**Hundreds of hospice beds shut due to a
lack of funding – charity**

Hospices are largely funded by donations, fundraising and income from charity shops.

Elle Picouer • Wednesday 04 December 2024 04:31 EST

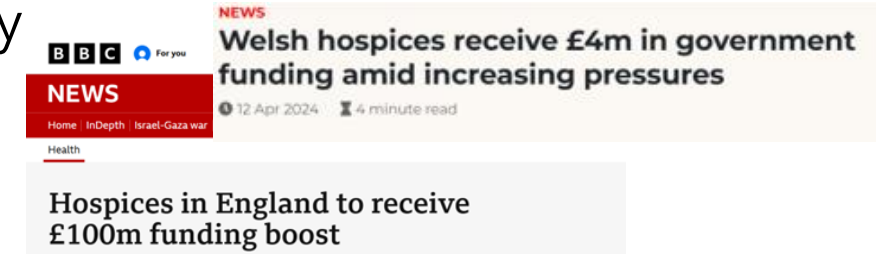


Activity survey bed
usage data

Building the funding and commissioning ask



- **Stabilising the hospice sector:** one-off government payment asks were based on deficits, currently based on pay parity
 - £4m in Wales; now £3m recurring
 - £5m recurring in Scotland
 - £100m capital funding in England



- **System-wide commissioning and accountability:** there are variously, across the nations, elements of PEOC strategies, commissioning frameworks and service specifications, but no up-to-date funding mechanisms



- **Sustainable hospice statutory funding:** converging on full costs of agreed core and specialist service models. However, most hospice services are essential to PEOC and to delivery of care out of hospital, so systems need to look across all statutory funding streams as well as looking to hospices to bring charitable funding.



Describing the hospice offer

- To negotiate sustainable funding, we need to know:
 - How much our sector spends on PEOLC services
 - How much our sector provides in PEOLC services
- But we also need to describe:
 - What our sector provides across the remit of PEOLC - service models descriptions
 - How much should be funded by the NHS - which services and to what standard
- And package this nationally for use locally:
 - How to commission / contract with hospices - advising on guidance
 - What are the minimum standards required - supporting a framework

Elements of a funding model

Know COST

How much we spend

Know REACH

Who we are seeing

Know ACTIVITY

How much we deliver

Describe SERVICE MODELS

What we provide

- consistent terminology
- service brochure
- acuity & urgency

Revisit POPULATION NEED

How much is needed

- head of population
- prevalence
- patient complexity
- MDT staffing

Calculate ADMISSIONS AVOIDANCE

How it adds value

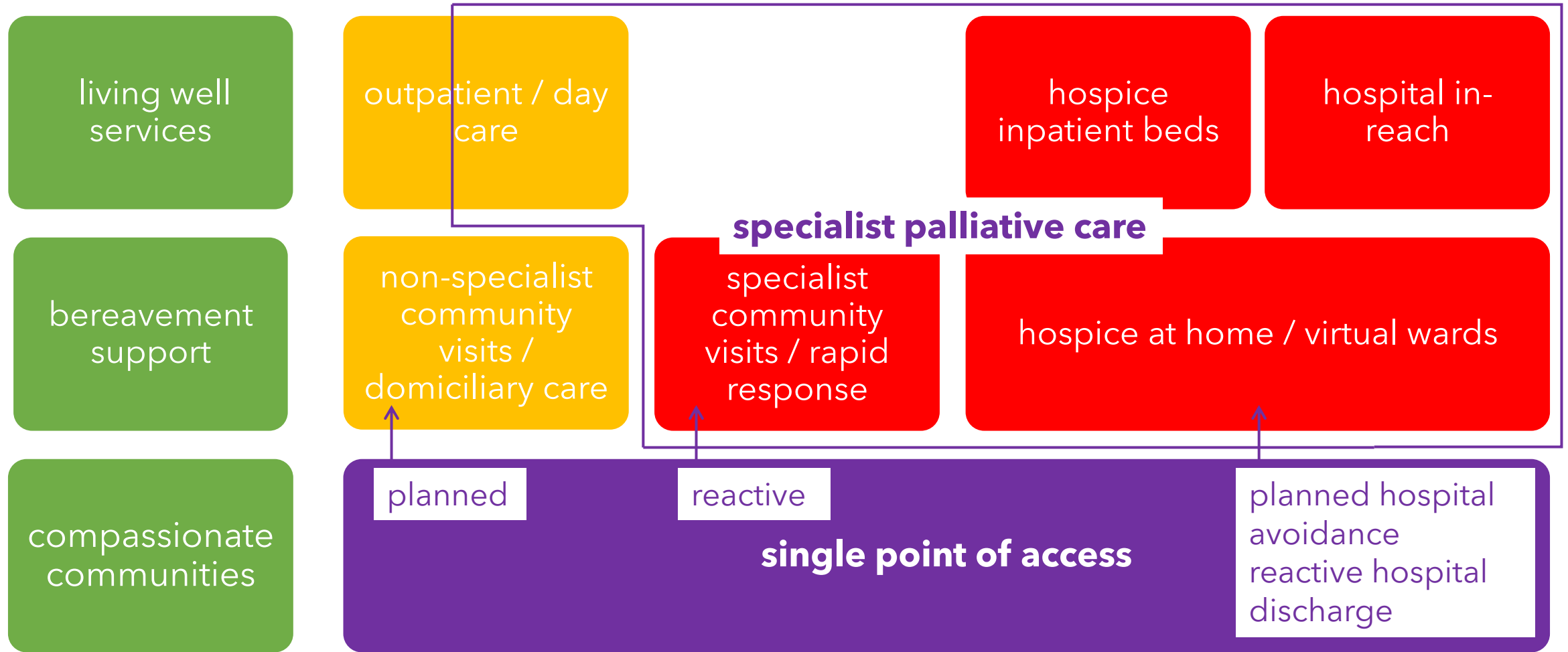
- clinical methodology
- case studies

Arrive at OPPORTUNITY COST?

How much we save the NHS hospitals

Hospice service models

by acuity (green, amber, red) and urgency (planned, reactive)



Next steps

- Keep influencing and using the national guidance and frameworks
- Share the service models and case studies
- Decide on admissions avoidance methodology (Sue Ryder? Birmingham?)
- Prepare for the currencies
- Join the networks, complete the surveys, speak a similar language
- Service Activity and Demographic as well Workforce survey planned for April to June 2025:
 - same time period as accounts 2024-25 and snapshot workforce on 31st March 2025
 - demographic survey to include referral, discharge and length of stay questions
 - workforce survey to include whole workforce and pay bands, recruitment and leaver questions

Q&A

Feedback Survey

National Hospice Data 26th
February 2025



Please consider sparing a few minutes to answer this survey, so that we can continue to improve future Big Conversations events:

<https://forms.office.com/e/gEPvsJc6p9>

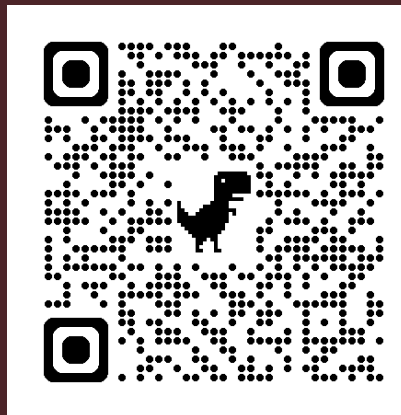
Jobs Board March 2025 Sale

All job listings on our Jobs Board are half price from 1st March to 31st March.

Check out our packages starting from just £74 for a standard listing.



Scan Me



Stay up to date



Scan me

Our [Member Update page](#) is updated regularly so you can keep up with our key work and priorities from week to week.

The page is hidden from the public and will not come up in web searches, so we'd recommend bookmarking it!

Thank you