

## Appointments

Having plans in place toward the end of life, will improve people's experience of end of life care, death and bereavement, which can reduce the number of primary health care appointments needed. That's why we're encouraging Sheffield communities to engage in Advanced Care Planning. If somebody calls or comes in wishing to talk about Advance Care Planning or to share their end of life care plans, please follow these steps:

1

Acknowledge that this might not be an easy time and thank them for reaching out in order to share their plans with us. The patient may wish to inform the practice of a plan they have made and a copy can be placed on their records OR they may wish to speak to a clinician, if so:

2

Try and book an appointment with their preferred person and book a 'longer' appointment slot (these sensitive conversations can take time).

3

Put a note on the appointment for the clinician (discussing end of life care plans). There is guidance available for clinicians [here](#), via the QR code below, or on Press Portal.

4

Encourage the patient to bring one or two close loved ones (family, partner, friends or carers) .

5

Consider whether the patient and loved ones would benefit from having a translator present (sometimes family members who translate for the patient, can misrepresent what is being said).

6

Send a template Accurx SMS message to the patient and carers. This has a link to the 'Compassionate Sheffield - Advance Care Planning webpage' (which contains helpful resources and a video which is available in English, Urdu, Arabic, Slovak Romani, Swahili and Bengali).

If you have any questions please ask your practice manager, see the FAQs document for health and social care professionals or see the resources and guidance at

<https://www.compassionate-sheffield.co.uk/advanced-care-plan/professionals>

or scan the QR code

Contact [compassionatesheffield@gmail.com](mailto:compassionatesheffield@gmail.com)

