

Title: Mobilising knowledge in palliative and end of life care services through Circles of Learning

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Background:

NHS England /Public Health England recommends routine clinical use of patient-level outcome measures in palliative care. These are being implemented across the UK. However, there is no guidance on how knowledge about outcomes data could be mobilised.

Aims:

- 1) To explore how palliative care services use patient-level outcome measures (OMs) in practice
- 2) To test whether and how Circles of Learning (CoL) can contribute to effective knowledge sharing about outcomes data

Methods:

A multi-method qualitative study across two voluntary-sector and two National Health Service palliative care services. **Phase 1:** exploration of use of OMs and establishing CoL. **Phase 2:** adaptation of findings from Phase 1 to refine CoL. Data collection: semi-structured interviews; participant and non-participant observations; focus groups; CoL meetings; process evaluation.

Results:

Interviews (n=8); participant/non-participant observations (n=45); focus groups (3; participants = 15); CoL meetings (15) demonstrated:

- OMs were used variably across sites; sometimes to inform clinical decisions but sometimes not
- Monthly CoL were successfully established and sustained at 3 sites but with limited reliance on research evidence
- Different disciplines engaged with OMs differently; the CoL approach is valuable to support knowledge-sharing across disciplines, to address this difference
- Through CoL, participants actively sought the experience of practitioners both within and external to their organisation to inform knowledge sharing strategies
- Participants valued the opportunity provided by CoL to share their knowledge and build individual capacity

Implications:

CoL are an effective way for palliative services to harness collective knowledge and experiences, and can be effective in supporting implementation and knowledge-sharing.

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