

# July 2017

# August 2017

# September 2017

# October 2017

Phase two

Understanding what is important to the community

What could the future look like for the community?

Imagining what we change to meet the community's needs

Feedback, critique and focus

Assessment of options

Plan for testing

Testing

Refine options and develop strategy

Define the model

**Work session four** 6 July

The eight interviewers will be joined by Livework to create a 'we are here' picture of the needs and challenges uncovered from the interviews.

**Key outcome:** Understand the opportunities for change and decide what needs and experiences to address in future Hospice model.

**Work session five** 12 July

A group of 12 people, including members of the interview team and people from across the Hospice both clinical and non-clinical.

The group will take the lessons from work session five and develop examples of future scenarios the community are likely to face.

**Key outcome:** The information needed to inspire future Hospice model



Livework will work with the Hospice's leadership to begin to shape new options that fit the needs of the community

These options must be able to meet our:

Objectives

Balanced books  
Influencing 75% of deaths (1,500)  
Promote social change  
Stable income streams

Capability

Staff and volunteers with adaptable and innovative skills  
Efficient systems and processes  
Suitable environment

Community needs

What we have learned and understood from phase one and work sessions five and six

**Work session six** 18 or 21 August

Some 20 people, including Hospice leaders, will meet to discuss and feedback as ideas for the future model form.

The session will review and refine options for further assessment.

**Key outcome:** Refined Hospice model concepts

Can we afford it?

Can we do it?

Does it meet the needs that people told us?

**Work session seven** W/C 28 August

The Hospice's Leadership Team and Managers will start to discuss how we will test future models of care.

They will decide what to test, how it will be organised and if any further resources and materials need to be created.

**Key outcome:** Further clarity around the testing process will be created and key information

Return to the community and our staff and volunteers with options

**Work session eight** October TBC

Feedback on the testing process. What was learned?

Discuss feedback to enable and ensure the future model of care meets the needs of our community.

**Key outcomes:** Define a strategy that will deliver on the goals

**Work session nine** October/November TBC

Trustees and Directors to review the strategy for implementing a new model of care which will ensure St Nicholas Hospice Care is providing services that are fit for the future.

Discuss how this model will be delivered and what it means for how we'll work.

**Key outcomes:** Define the final model and delivery concepts

Phase two will conclude with a new hospice model by the end of 2017

Phase three implementation of the new model will begin in 2018

End of phase two

• 4 July - Staff and volunteer briefing  
10.30-11.30am, Bradbury Green, Hospice

• 7 July - Volunteer induction  
10am-1pm, Haverhill Hub

• 5 July - Staff and volunteer briefing  
12.30-1.30pm, Treetops, Hospice

• 10 July - Staff and volunteer briefing  
3-4pm, Bradbury Green, Hospice

Briefings to be planned in our retail outlets across West Suffolk and Thetford

• 7 August - Staff Forum  
11am-1pm Treetops, Hospice

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• 3 October - Staff Forum  
1.20-3.20pm, Treetops, Hospice