

#PCUKStudyDay



Managing difficult conversations: From breaking bad news to end of life care

10th March 2026

9:00 – 11:00am

Via Zoom Webinar

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Welcome and introduction

Simon Walker

Pancreatic Cancer Specialist Nurse, Pancreatic Cancer UK

Agenda

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| 09.00 – 09.05 | Welcome – Simon Walker, Pancreatic Cancer Specialist Nurse, Pancreatic Cancer UK |
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| 09.05 – 09.10 | Lived experience |
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| 09.10 – 09.20 | Whose responsibility is it to have these conversations? – Simon Walker, Specialist Pancreatic Cancer Nurse, Pancreatic Cancer UK |
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| 09.20 – 09.50 | Breaking bad news – Phil Whelan, Pancreatic Nurse Consultant, Liverpool University Hospital |
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| 09.50 - 09.55 | Break |
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| 09.55 - 10.35 | Palliative care and end of life – Sinead Benson, Clinical Nurse Specialist in Palliative Care, The Clatterbridge Cancer Centre NHS Foundation Trust |
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| 10.35 – 10.55 | Q&A – with our speakers, chaired by Simon Walker |
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| 10.55 – 11.00 | Close |
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Learning objectives

- Increase your understanding of the emotional and practical needs of pancreatic cancer patients and their loved ones when discussing bad news and end of life care
- Get guidance and practical tips for managing difficult conversations and breaking bad news
- Grow your confidence in having conversations about end of life and dying

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Lisa shares her experience

A woman with blonde hair, wearing a light blue blazer over a white collared shirt, is speaking. She is positioned in front of a white bookshelf. On the shelf to her left is a vase of yellow flowers and a stack of books. To her right, there are some decorative items on the shelf. A framed picture is visible on the wall to the right. A purple text box is overlaid at the bottom of the frame.

to be afraid to go into a room that he had died in.

Whose responsibility is it to have these conversations?

Simon Walker

Pancreatic Cancer Specialist Nurse, Pancreatic Cancer UK

Difficult conversations in pancreatic cancer

- Diagnosis
- Treatment options/limitations/stopping
- Disease progression/recurrence
- Prognosis
- The impact on all involved
- Palliative and end of life discussions

4 in 5

People are diagnosed at stage three or four

7 in 10

People do not receive any active treatment

1 in 10

People will receive potentially curative surgery

What's my experience?

- How do these conversations make you feel?
- Consider a recent 'difficult' conversation
- Did it go well or less well than expected?
- Would you do anything differently?

What do we need to consider?

What does this person(s) need right now?

- Role accountability
- Self awareness
- Self care
- Preparation, setting and time
- Peer support and education
- Reflection

Who is responsible for having difficult conversations?

- It depends
- It will vary with role, responsibility, competence and experience
- If you're not the right person be confident to say so



