



## The GSF Primary Care Accreditation Quality Hallmark Awards

Quality Improvement

Quality Assurance

Quality Recognition

The GSF Primary Care Training Programme 'Going for Gold' is a practice based quality improvement programme for primary care teams that enables improvements in care for all people nearing the end of life. The GSF Quality Recognition and Accreditation process assesses the impact of this training on practice activity and outputs with a well-established quality assurance process.

### The successful practices have:

- Undertaken the full GSFPC 'Going for Gold' Training programme as a team over 6-12 months.
- Progressed to accreditation, which includes summary of key ratios, portfolio with inclusion of a practice protocol for sustainability, 10 further ADA audits and assessment by conference call or visit.
- Results are collated and are presented to a panel consisting of GPs and nurses.
- The practices receive a full report following Accreditation, with cumulated ratios, and noting areas of excellence and areas requiring further improvement.
- They are presented with the GSF Quality Hallmark Award, endorsed by RCGP, which lasts for 3 years with annual appraisals of the key ratios.

The results have demonstrated really significant changes (see overleaf), with earlier identification of patients, improved teamwork and collaboration with care homes and development of an effective, equitable means to identify, assess and plan coordinated care for patients in the final year of life and their carers.

### Examples of best practice - what can be achieved by practices

*GP practices undertaking Going for Gold s and GSF Accreditation shown...*

- Trebling of numbers of patients on Palliative Care / GSF Register (range 32%-69%)
- Trebling of non-cancer and care homes patients on Palliative Care Register (13%-44%, 15%-44% resp.)
- Quadrupling numbers with recorded ACP, DNAR etc (15-62%, 14-60%)
- Increasing numbers dying in usual place of residence (38-50%)
- Carers assessment and bereavement protocols increased several fold (3%-60%, 23%-82% resp.)
- Development of practice protocols to enable sustained long term quality improvement in all

Many of the practice teams said that they found the GSF programme was a catalyst for real improvements in care across the whole team and for a wider number of patients, and have found the experience was transformative and rewarding for all involved. Two Practice Managers of Accredited Practices have said "This has been one of the best things we've ever done as a team!" "Its had a transformational effect on our practice, including non-clinical staff"

The GSF Accredited practices receiving the Quality Hallmark Award have demonstrated what is possible in primary care, and that aspirations towards top quality 'gold standard' care for people nearing the end of their life can be delivered with clinical competence and compassion in a systematic population based way, to include all people in their final year or so of life.

They are an inspiration and encouragement to all! CONGRATULATIONS!

GSF is about the right care,  
for the right person, in the  
right place, at the right time,  
....every-time

The GSF Quality Recognition  
Accreditation Award is  
endorsed by the Royal College  
of General Practitioners



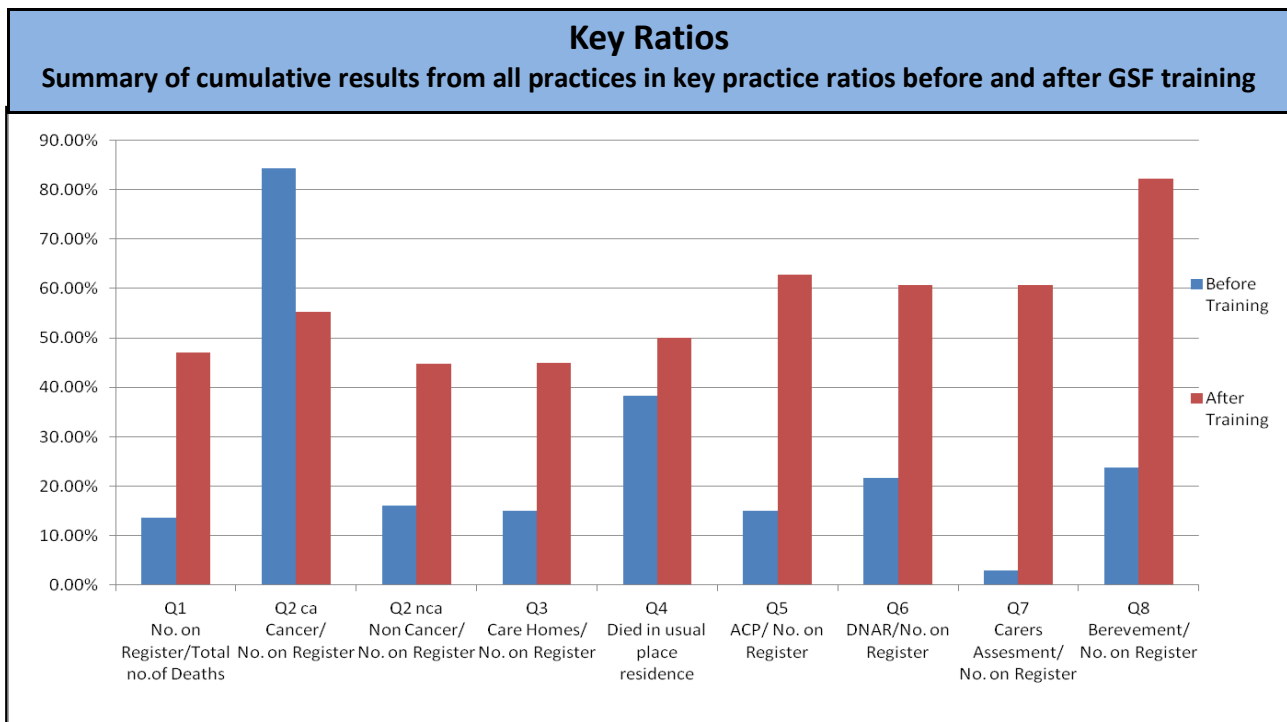
## GSF Accredited GP Practices Round 1 - 2012



Dr Neil Hunt presenting awards to GSF Accredited practices at the National GSF Conference, 28th November 12, London

### Congratulations and well done to all GSF Accredited practices

Abbey View Medical Centre (Dorset), Borrass Park Surgery (Wrexham), Castle Gardens Medical Centre (Essex), Clee Medical Centre (North East Lincs), Queensway Medical Centre (Lancashire) Market Cross Surgery (Suffolk) & King St & University Medical Practice



*“The GSF training has enabled us to provide the patients with proper continuation of care. Being on the register, they might not die for a long time, but will get the best care until the time comes. It means all 14 GPs know what to do and when to do it, and if they are not sure then the information is available or they can speak to a colleague. I believe all practices are going to have to do this.”*

Lynn Jones Practice Manager at King St Practice, Lancaster

*“GSF has been transformational for us as a practice and for our patients. As GPs we should care for people from the cradle to grave and indeed beyond, looking after their families. GSF has helped us put the systems in place to provide that continuity of care.”*

Dr Gillian Au, GP of the Queensway Medical Centre