



The 2015 GSF Primary Care Accreditation Quality Hallmark Awards

Quality Improvement

Quality Assurance

Quality Recognition

Congratulations to the following Accredited GP practices receiving their awards:-

- ◆ Macklin Street Surgery—Derby
- ◆ Spilsby Surgery—Lincolnshire,
- ◆ Ilkley Moor Medical Practice, Yorkshire
- ◆ Saltaire Medical Practice—Shipley, Yorkshire



These practices received the Quality Hallmark Award, endorsed by Royal College of General Practitioners

What is the GSF Going for Gold Programme and Quality Hallmark Award?

-the right care, right person, right place, right time... every time.



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 Accreditation process leading to the Quality Hallmark Award assesses the impact of this training on practice activity and outputs with a well-established quality assurance process, endorsed by the Royal College of GPs. The award lasts for 3 years with annual key ratios appraisals. To achieve accreditation these practices have:

- Demonstrated significant change as a team, following the GSF 'Going for Gold' Training programme
- Accreditation assessment includes submission of comparative key ratios (see below), 10 further ADA on-line audits, a detailed portfolio with practice protocol ensuring long-term sustainability, in-depth assessment by phone or visit, with results presented to an independent panel. Key achievements include:
 - **EARLY RECOGNITION -Identifying about 62% of patients for their register**
 - **ADVANCE CARE PLANNING discussions -offered to 75%**
 - **MORE DYING WHERE THEY CHOOSE -62% reducing hospitalisation rates**
 - **MORE CARERS' OFFERED SUPPORT - 66% and in bereavement - 80%**

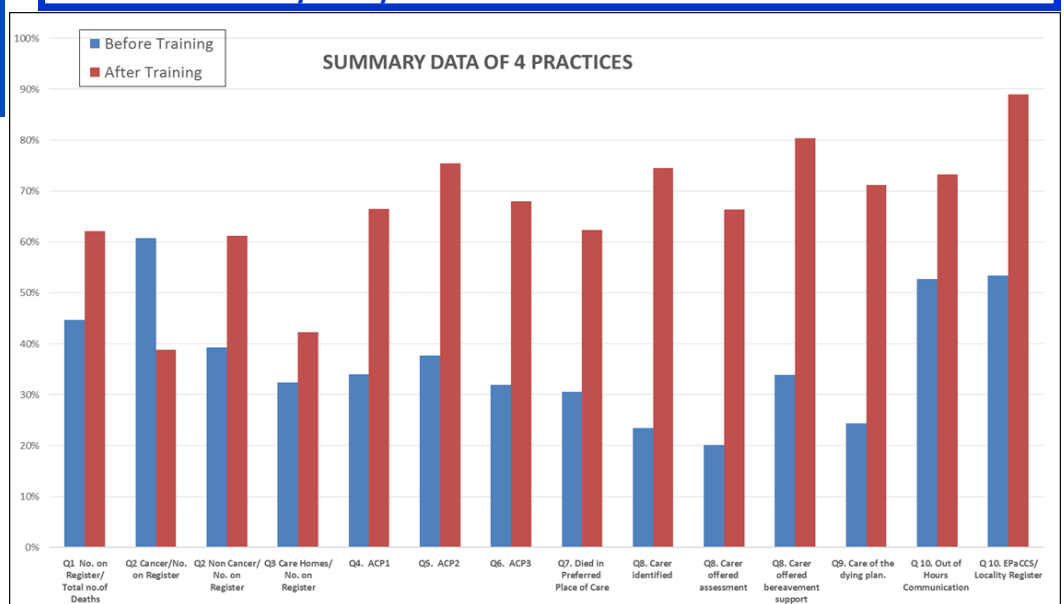
These front-running practices demonstrate what is possible to achieve in primary care. We hope that the inspiration and enthusiasm of these practices will inspire and encourage other practices to go forward for GSF training and accreditation in future and deliver gold standard levels of end of life care for their patients.

Accredited GP Practice Macklin Street Surgery accepting Quality Hallmark Award at September Conference 2015



"GSF has really helped us to have a good structure in place and given everyone in the practice the confidence to initiate what can be difficult conversations with people about where and how they want to be cared for and that means everyone feels more in control." - Dr Sally Giovanelli, of Macklin Street Surgery

Summary of Key Ratios of 4 GSF Accredited Practices 2015.



"The College is pleased to endorse the Award. GSF Going for Gold has provided a vision of what end of life care can look like and the tools to get there. It is changing culture and practice in a really significant way. GSF has been transformational in my area and in many others." Dr Peter Nightingale, GP and former RCGP End of Life Care Lead



Previously Accredited GP Practices

Quality Improvement

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

Dr Susan Lawson of Hawthorne Practice receives the GSF RCGP Quality Hallmark Award from Dr Dennis Cox, RCGP

Coastal Practice team receive the GSF RCGP Quality Hallmark Award Sept 2013

“Everyone now knows what they need to do; it has reduced duplication, improved recording and enhanced communication and team working for the benefit of patient care”

Dr Susan Lawson, Hawthorn Medical Practice, Skegness, who showed increased numbers assessing and reviewing care (9%-63%) and increased carers’ reviews (5%-43%)

“GSF Going for Gold has had a profound effect on our care for patients.. with a shift in the focus of palliative care to one of earlier identification, forward planning and anticipatory care. We are dealing with more and more people at home satisfactorily, with better cross team working, with district and Macmillan nurse teams.”

Dr Andrew Foster, GP Partner Coastal Medical Group, where they halved the hospital death rate (35%-16.6%) and 83% patients on the register offered advance care

Examples of best practice - what can be achieved by practices

GP practices undertaking Going for Gold and GSF Accreditation show.

- Increasing numbers dying in usual place of residence (38% - 50%) and halving of hospital death rates
- More than doubled the numbers of patients on Palliative Care/GSF Register (range 15% - 40%)
- Trebling of non-cancer and Care Homes patients on Palliative Care Register (5% - 43%, 10% - 31% resp.)
- Doubling the numbers with recorded ACP, DNAR etc. (31% - 73%, 14% - 82%)
- Carers assessment and bereavement protocols increased (24% - 62%, 30% - 83% resp.)
- Development of practice protocols to enable sustained long term quality improvement in all areas

‘We’ve changed the culture of how we practice. Doing Going for Gold has been a cultural shift for us, we are much more proactive. When we look back on the way we practiced before, it seems very old fashioned and unsatisfactory’

Dr Karen Chumley - GP, Essex - Round 1 GSF Accredited practices 2012

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



For more details contact The National Gold Standards Framework Centre in End of Life Care
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