



# GSF Primary Care Accreditation Flyer

September 2017



***The right care for the right person in the right place at the right time – every time***

**Congratulations to the 3 GSF Accredited practices receiving the**



**GSF RCGP Quality Hallmark Award endorsed by the Royal College of General Practitioners**

## First time Accredited GP practices

- **Rowhedge & University of Essex Medical Practice, North Essex**
- **Exmoor Medical Centre, Somerset**
- **Rosegarth and Siddal Surgery, West Yorkshire**



***Dr Nicola Hilton from Layer Road Surgery receiving the award for the practice in March 2017***



“Gold standard care should be for everyone, whether you are elderly and frail or have an aggressive cancer, it should be the same for all. Every individual has the right to the same care. Because we are now identifying people earlier we are able to have conversations with them about the needs and wishes and then plan their care on that basis.”

**Dr Paul Sawczyn, Rosegarth Surgery**

“Going for Gold has been a fantastic platform for our practice team to improve and provide a high quality standardised of care for all of our Gold Patients. We provide all of our patients with Gold Folders that include information for carers as well as advanced care planning. We are now evolving further to include frailty as an important part of our Gold Patient List using appropriate scoring systems to identify these patients. We are also in the process of developing virtual and face-to-face clinics to ensure comprehensive reviews of our frail patients as part of our work to improve advanced care planning and avoid unnecessary hospital admissions”.

**Dr Kelsey Boddington,  
Exmoor Medical Practice**



“There are now 2.8% of the practice population on the GSF register – equating to 108 patients and a lot of those are dementia patients. Each of these patients has a named GP. We call them priority patients and we have a white board in reception with names on so that the reception staff know exactly who is on the list, who their named doctor is and that their needs should be prioritised.” **Dr Carolyn Richardson, Rowhedge Medical Practice**

*“I am finding the monthly meetings for our gold patients helpful. Having an awareness of patients situations helps me deal with relatives who may be struggling or wanting support or to talk when they come in. Their knowing we are aware of their family situation I think gives them the feeling we care more than perhaps was shown before we started this process. There have been some very positive remarks on end of life care provided which is heartening to think we can help make the process as peaceful as possible”.* **Practice nurse, Exmoor Medical Practice**



# GSF Community Hospitals Accreditation September 2017



Quality Improvement

Quality Assurance

Quality Recognition

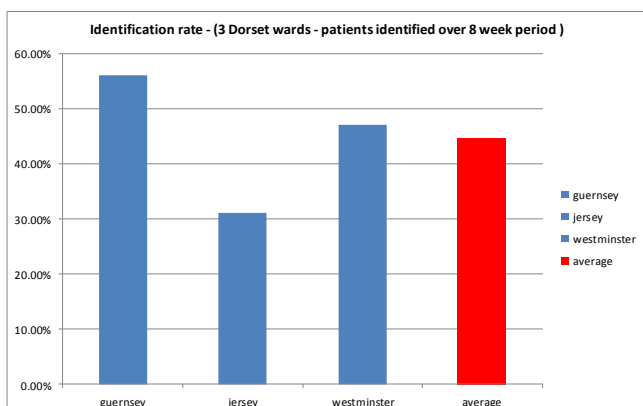
## Congratulations to the GSF Accredited Community Hospitals!

*Congratulations to the Community Hospitals from Dorset Healthcare University NHS Foundation Trust who have achieved GSF Hospital Accreditation and will be presented with their Quality Hallmark Awards by Dr Jacqueline Mc Kenna, MBE NHS Improvement*

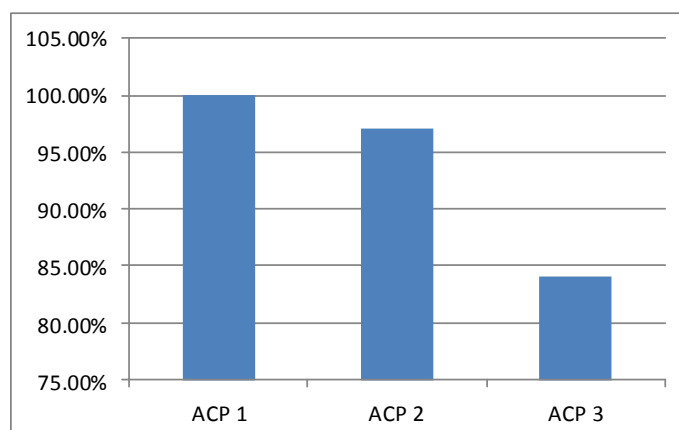
- Guernsey ward , Alderney Hospital
- Jersey ward , Alderney Hospital
- Ashmore and Shaston wards (1 unit) , Westminster Hospital



Average of 45% patients identified to be in last year of life in the Community Hospitals ranges from 31% to 56%



Average over the three wards regarding Advance care planning discussions



### Key Achievements

**50 Community Hospitals in 5 areas have completed GSF Hospitals programme , with 24 now accredited**

Accredited Hospitals have:

- Increased the number of patients identified in their last year of life above 30% average
- Used Needs based coding to plan care for patients
- Offered Advance Care Planning discussions to most identified patients
- Reduced length of stay
- Improved communication to GPs and community
- Developed a hospital protocol to enable sustained long term quality improvement in all areas

“The Gold Standards Framework has given staff the confidence to broach the subject of end of life care with patients giving them (the patients) the freedom and confidence to fulfil their wishes when it comes to their care as they approach their final months.”

**Precious Whild, Senior Sister at Guernsey Ward at Alderney Hospital**