



The 2013 GSF Primary Care Accreditation Quality Hallmark

Quality Improvement

Quality Assurance

Quality Recognition

Congratulations to GSF Accredited practices 2013

"This year's GSF accredited practices have demonstrated really significant changes, and build on the achievements of last year's seven practices. They clearly show us what is possible and achievable- that this high quality care can be delivered for all people nearing the end of life, despite mounting pressures in primary care. They have made a real difference for their patients and families and are an inspiration to us all." Prof Keri Thomas GSF Centre Sept 13



Dr Dennis Cox from RCGP presents GSF RCGP Quality Hallmark Awards to accredited GP practices at the GSF Conference Sept 2013
Left- Dr Susan Lawson of Hawthorne Practice, Skegness; right - Dr Andrew Foster and Coastal Practice team, Morecombe Bay

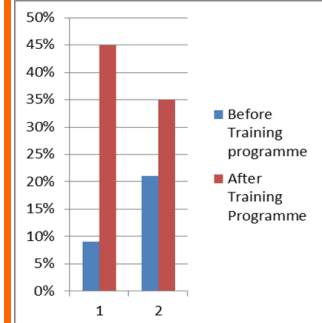


"Everyone now knows what they need to do; it has reduced duplication, improved recording and enhanced communication and team working for the benefit of patient care"

Dr Susan Lawson, Hawthorn Medical Practice, Skegness. Results 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 Coastal Medical Group. Results showed halving of hospital death rate (35%-16.6%), increasing numbers on register + 83% offered advance care planning discussions.



Key ratios- increase identification of patients on register after GSF training

"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

Examples of best practice -

what can be achieved by GP practices undertaking Going for Gold and GSF Accreditation

- 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



GSF Accredited GP Practices Round 2 - Sept 2013

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

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



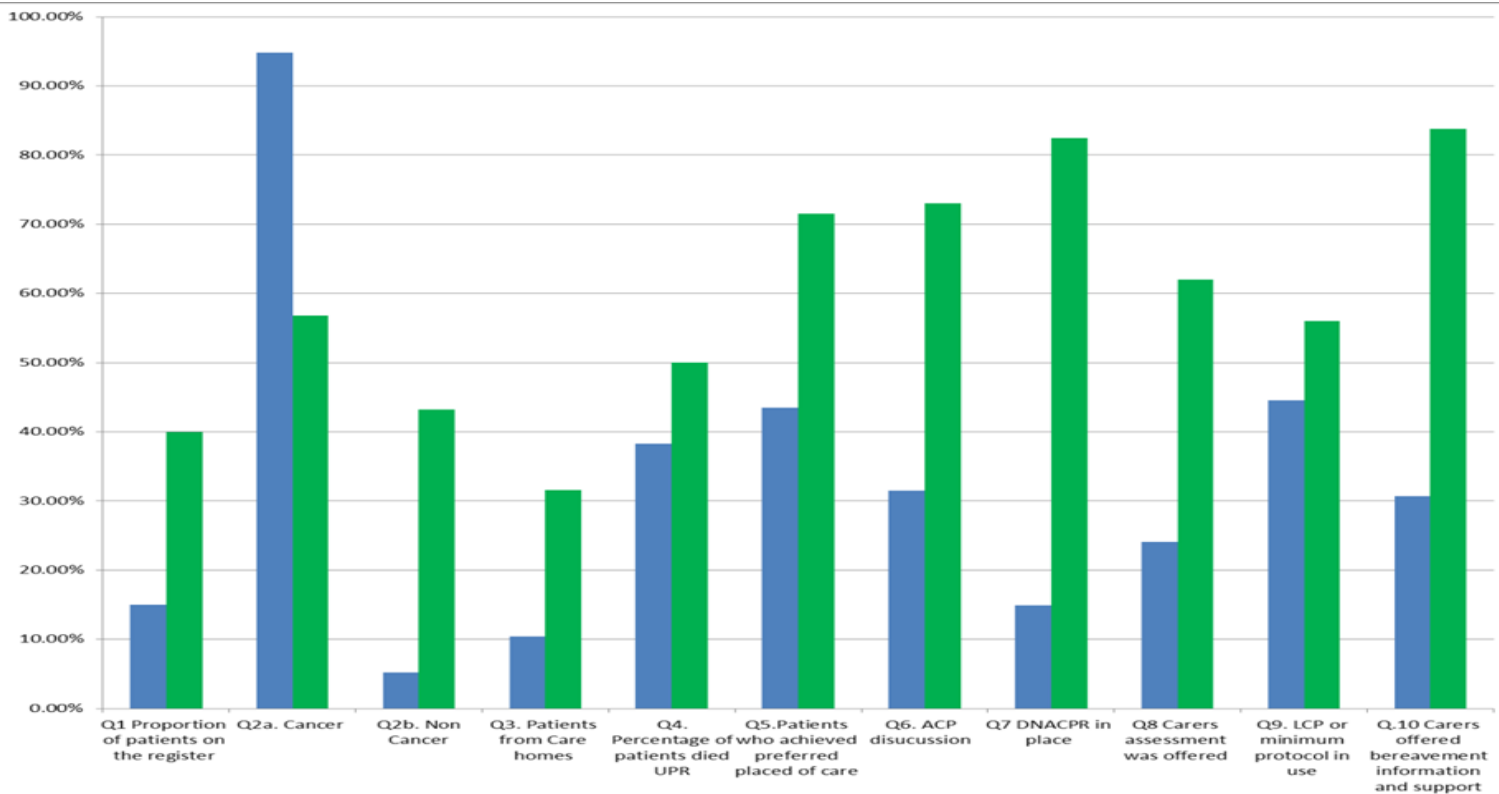
The GSF Primary Care Training Programme 'Going for Gold' is a practice based quality improvement programme for primary care teams, that enables improvements in care for all people nearing the end of life. The GSF RCGP Quality Recognition and Accreditation process assesses the impact of this training 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 halving hospital deaths, doubling numbers dying where they choose, earlier identification of patients on registers, improved collaboration with care homes and development of an effective practice protocol for sustained coordinated care for patients in the final year of life and their carers.

Key Ratios

Summary of cumulative results from all 9 GSF Accredited GP practices key ratios 2012 and 2013 - before (blue) and after (green) GSF Going for Gold training and accreditation .



"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."