

What your GP Practice offers GSF Patients

Who can you contact ?

Named GP, Practice Name & contact details:

Stable Fold Surgery
119 Church Street, Westhoughton, Bolton BL5 3SF
Tel: 01942 813678

Named nurse / key worker & contact details:

Name:
Mon - Fri 8am - 5pm
Weekend 8am - 5pm
Bank Holiday

Hospital contact details:

Out of Hours District Nurse:

01204 462975 5pm—8.30am

Out of Hours GP:

01204 386655

Useful information or contact details:

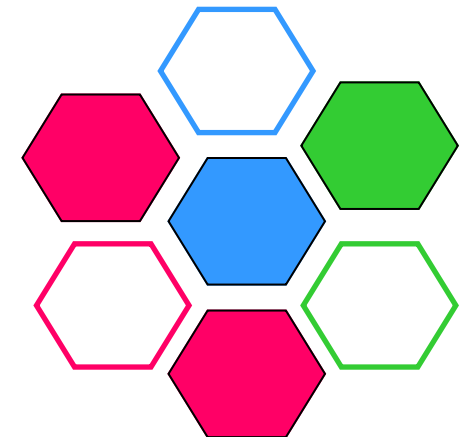
24 hr Helpline
01204 663066

National GSF Centre
Tel: 01922 604524

Email: emma.farquhar@walsall.nhs.uk



The Gold Standards Framework In Palliative Care



A framework to help deliver a 'gold standard of care' to all people with advanced illness

Information Leaflet for
Patients, Families and Carers

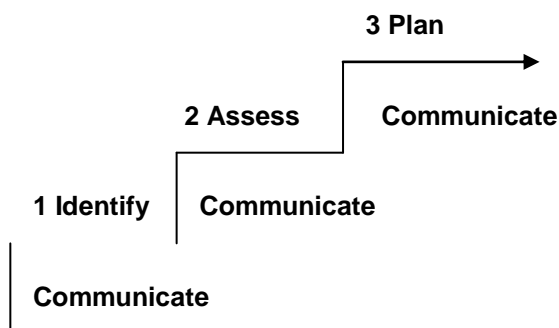
What is the Gold Standards Framework ?

The Gold Standards Framework (GSF) is nationally recognised way of working that has been adopted by NHS Bolton and involves your GP Practice and District Nursing team. It involves them working together as a team and with other professionals in hospital, hospice, out of hours service and specialist teams, to help to provide the highest standard of care possible for you and your family.

Patients with advanced illness deserve the 'best' care that we can provide - the 'gold standard of care'. This includes support that is of a high quality, reliable and consistent.

GSF involves three steps, each involving good communication to:-

- Identify people in need of special care
- Assess and record their needs
- Plan and provide their care



How will the Gold Standards Framework affect you ?

Quality of life - We will try to ensure that you and your family are helped to be as symptom free as possible, to feel safe, informed and reassured of support.

You will be treated with dignity and respect, as an individual person, and your views and preferences sought and acted upon where possible. By being well prepared and informed, we hope you will feel calmer about the future, and able to concentrate on the things that matter most to you at this important time.

Seven key tasks - The Seven Cs:

- 1. Communication** - You will be involved at every stage, asked about your preferences for care, and where at all possible we will try to fulfil these. By anticipating your needs and those of your family, and by involving you in decision making, we hope that you will retain a sense of control and choice. Your preferences may be recorded on an Advance Care Plan which can be shared with other involved in your care. You will also have a supportive care plan initiated by your district nurse which you will keep with you
- 2. Coordination of care** - Your care will be coordinated by your practice team. You will know your GP and you will have a named key worker (this could be your GP or a community nurse) who will guide and support you across the sometimes difficult journey of healthcare.
- 3. Control of symptoms and ongoing assessment** - Your symptoms, problems and concerns (physical, social, psychological and spiritual) will be assessed regularly, recorded and where appropriate the information communicated to other doctors, nurses and clinicians involved in your care. You may be helped to apply for financial benefits available to patients with an advanced illness.
- 4. Continuing support** - Your GP or community nurse will send information about your care to the Out of Hours GP Service (when your GP is closed), to ensure continuity across the gap in service out of normal working hours. Contact numbers are on the back of this leaflet.
- 5. Continued learning** - Your practice team will analyse and learn from the care given to each patient, so please share any ideas and suggestions. They may request support from a specialist palliative care / hospice doctor or nurse to help suggest or provide best possible care for you.
- 6. Carer and family support** - Your family or carer may be asked about how they are managing and further support given to them. They will be given advice about what to expect and how to cope if there is a crisis or as your condition deteriorates.
- 7. Care in the final days** - When your condition deteriorates your practice team will continue to provide the best supportive care possible, anticipating your needs and ensuring you are as comfortable as possible. Your family and carer will be given continuing advice and support.

We will do our best to ensure that you receive the highest possible standard of medical and nursing care, and that you are never overwhelmed by symptoms.