

Abstract 3

Title: The Heart of gold projects - GSF improving area-wide Integrated Cross Boundary Care end of life care

Prof Keri Thomas, Julie Armstrong Wilson, Chris Elgar.

Background: In response to the growing challenges of the ageing populations and whole system area-wide end of life care one of the key factors is to develop an integrated cross boundary care approach to meet the needs of the population. GSF can be part of the solution in developing such integrated care by developing a common 'vocabulary' of care for all people in any setting with any condition in the final year or so of life.

GSF is widely used in the UK in primary care, care homes, hospitals, domiciliary care and hospices. By working together to a common plan, GSF can help be a vehicle for improvement with patients at the heart of care, as 'gold patients' or VIPs , receiving gold standard care.

Aim: To use GSF programmes in different settings, to develop an integrated whole system approach, with patients at the heart of care- the 'heart of gold' projects. GSF improves the early identification, Advance Care Planning discussions and coordination of care reducing unnecessary hospital admissions.

Method: The GSF Foundation Sites in Integrated Cross Boundary care include training in a number of settings, 'better together ' workshops plus individual and collective evaluations. More detailed evaluations are developing such as the Delphi dashboard, plus practical and qualitative measures

Results: Findings from the current areas are presented, showing the value of a synergistic approach in whole-system care.

Conclusion: Significant improvements are being seen across whole areas by using GSF as a vehicle for better coordinated care across different settings. 'Gold patients 'and their families feel reassured that there is support available, and that they have a say in their care planning. Additional benefits include improved confidence of staff and pride in this area of work and 'cultural change' in care, especially for the frail elderly. Such a model is just developing in the UK, but early signs are encouraging.