

## The National Gold Standards Framework Centre in End of Life Care

Date: 29 April 2019

Dear Colleague

**Re: 'Raising the bar' - Improving end of life care within the Long-Term Plan and QOF. Supporting you to develop an ambitious End of Life Care Strategy for the population in your CCG/STP/ICS by end 2019**

We are presented with a real and substantial opportunity to significantly improve end of life care in our country over the next decade, through the NHS Long Term Plan and updated QOF. We, at the GSF Centre, would like to help you make maximum use of this opportunity to achieve a key part of the Long-Term Plan, and 'raise the bar' in care for people in the last year of life in your area, and reduce hospital admissions through proactive personalised care. **We invite you to consider two things:** -

1. **Strategic - Action Learning Set workshops in End of Life Care** for your CCG/ICS/STP EOLC strategic leads to develop a local EOLC Plan in integrated population-based end of life care- *see attached flyer+ registration form*  
**NOTE: AMENDED START DATE 25<sup>th</sup> JUNE**
2. **Operational - QI Programmes in EOLC for frontline staff** - use of practical, well evidenced, GSF Quality Improvement training for all settings across health and social care, including Primary Care Networks.

NHS Long Term Plan Sect 1.42. *"With patients, families, local authorities and our voluntary sector partners at both a national and local level, including specialist hospices, the NHS will personalise care, to improve end of life care. By rolling out training to help staff identify and support relevant patients, we will introduce proactive and personalised care planning for everyone identified as being in their last year of life. A consequence of better-quality care will be a reduction in avoidable emergency admissions and more people being able to die in a place they have chosen"*

**The NHS Long Term Plan LTP (Jan 2019)** encouraged STP/ICSs to improve end of life care by putting a plan in place to **identify people** within their population in the last year of life, **assess personal needs** and wishes through offering advance care planning discussions and **plan** to reduce hospitalisation, to provide care that is *proactive, personalised and systematic*. **The new BMA GP QOF contract** also includes EOL Quality Improvement work, affirming the importance of these three steps, plus supporting families and better coordinating care to reduce hospital admissions. Local Primary Care Networks (PCNs) will play an important role in effecting this, supporting such QOF initiatives. **GSF can help you** by offering support and training at both strategic and operational levels. We invite you to: -

- A. Strategic- End of Life Care (EOLC) Action Learning Sets** - *see registration form attached:*
- We invite you to join us in a **series of 4 Action Learning workshops over 6 months** for CCG/ICS/STP EOLC policy leads, to support you in population-based approach to end of life care for your EOLC Strategic Plan.
  - This includes input from national expert policy leads, such as **Prof Bee Wee, Prof Martin Vernon and Tim Straughan from NHSE** and examples of best practice from frontrunning teams with experience of putting policy into practice, sharing challenges and solutions to improve EOLC in your area.
  - The 4 Action Learning Set Workshops would enable your leaders to help develop your local ICS/STP EOLC strategy to improve end of life care, as part of your response to the LTP by December 2019.
  - Using QI methodology, with interactive workshops to help you locally plan and deliver care in line with policy - LTP, NICE, QOF, NHSE Ambitions, etc, including implementing key EOLC metrics in your area.
  - The integrated approach will spark better connected work between organisations, and sustainable service improvements on the ground, with benefits of real cost savings.
  - **Dates: 25<sup>th</sup> June, 27<sup>th</sup> September (as part of GSF Conference - venue TBC), 17<sup>th</sup> October, 12<sup>th</sup> November**
  - **London Venue** - GSF Centre based at Hospice UK, Britannia Street, near Kings Cross, London
  - **Cost £795 for 4 workshops** – to include 1-3 people/STP/ICS attending the 4 EOLC Action Learning Set Workshops over 6 months from June to November 2019.
  - **Please register your interest ASAP/by 13<sup>th</sup> June on the attached form – places are limited**

### London Office:

Hospice House  
34-44 Britannia Street  
London WC1X 9JG  
Tel: 0207 7893 740

*"Enabling a gold standard of care for  
all people nearing the end of life"*



### Shrewsbury Office:

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### B. Operational - Quality Improvement Training Programmes in EOLC for frontline teams

Well established GSF QI training programmes leading to proactive person-centred care in all settings;

- The tried and tested training programmes are built on 3 pillars of early *identification*, *assessing* personal needs and wishes and *planning* living and dying well ('Identify, Assess, Plan') and include training, tools, measures and support, plus CQC recognised accreditation, endorsed by RCGP, BGS, CHA, Care England etc.
- Once brought together, these can influence care across the whole STP/ICS area, using GSF as a common vocabulary as part of an integrated system, building a whole population model.
- Hundreds of GSF accredited 'frontrunning teams' demonstrate that this is achievable and the impact it can make, and together collectively within Integrated Cross Boundary Care sites, implement measurable change, with benefits for people, families, staff and health and social care systems – triple integration in action.
- **Primary Care QOF and Primary Care Networks (PCNs)** - Building on 20 years of GSF in primary care mainstreamed through QOF since 2004, with accreditation co-badged by RCGP for over a decade, we can support Primary Care Networks help take this to the next stage of embedded change through effective implementation of QOF QI recommendations, with a detailed support package for effective use.

#### What professionals are saying about GSF;

*"GSF has been a game changer, taking us to a new level of care"*  
GSF Accredited GP Practice, Dorset

*"GSF has been brilliant for our team, helping us significantly improve care for those most in need"* GSF Accredited Ward

*"It has been fabulous to ... see them flourish as part of the GSF programme. It has helped us to embed advance care planning for those patients who are approaching the end of their life in order to meet their wishes and where appropriate to avoid hospital admissions"* Pall Care Lead Nurse, GSF Accredited Hospital

*"Of all the quality improvement schemes around the world, GSF is the one that has consistently had the biggest vision and impact across the widest area"* Canadian Policy Review

*"With GSF's proactive approach, we have halved our hospital death rate and improved the quality of care provided by our whole team"* GSF Accredited GP Practice

*"Without a shadow of a doubt, GSF helped us achieve the Outstanding rating from CQC. .... We haven't had a hospital admission for 2 years"* GSF Reaccredited Care Home, London

*"It was doing GSF back in 2011 that made the most difference for the doctors on our wards"* Hospital SPC Consultant NWest.

**We at GSF can help you put policy into practice, at both strategic and operational levels.** We are the UK's leading training provider for generalist end of life care, a voluntary sector provider originating from the NHS, with 20 years of experience in doing just this, with thousands of frontrunning GSF teams demonstrating the impact of this approach. Since 2000 the GSF Centre has been training health and social care teams in all settings with this practical, evidence-based, effective approach leading to '*proactive, personalised, joined-up*' care, with better outcomes for patients, families and healthcare systems. We have a wealth of experience in doing just this, and a strong network of frontrunning teams implementing this approach in practice. It is triple integration in action - health, social care, specialist, generalist, mental and physical health, using a common GSF language.

If you would like to learn more about any of this, please complete the attached registration form or contact us for a call to discuss it further. This is a fantastic opportunity and we would like to support you to maximise your chance of making real improvements in end of life care in your area. We look forward to working with you.

Yours



Professor Keri Thomas OBE National Clinical Lead, GSF Centre CIC for End of Life Care

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