

The Gold Line



01535 292768

The Gold Line is for you or your carer to use, it is usually for people who are part of the Gold Standards Framework (please ask your nurse or doctor if you are unsure what this is)

This information can be made available in other languages and formats, please discuss your needs with the Gold Line team

When should I use the Gold Line?

The Gold Line is mainly for you or your carer's use when:

- Your GP surgery is closed
- Instead of phoning 111
- If you are finding it difficult to get help during the day and you need some advice

During normal working hours you should continue to use your normal point of contact for advice, for example, your district nurse or GP.

You can call the Gold Line if you are feeling anxious or frightened at any time.

Who will answer my call?

A nurse at Airedale Hospital will answer your call. The nurses are available to speak to 24 hours a day, seven days a week.

If the phone line is busy you will hear a recorded message that will ask you to either hold or leave your name and phone number and a nurse will call you back.

How can the nurses help me?

The nurses can give you advice, support and can contact other services on your behalf if needed, including a doctor, district nurse, hospice or other.

By providing extra advice and support in your own home you may be able to avoid going into hospital. However if needed, admission to hospital or hospice can be arranged.

With your permission the nurses will be able to access your health record on the computer, so they are able to see your current situation and medication.

They will also enter the details of your call into your health record so your usual health care team can see the details.

The Gold Line nurses work closely with all the other people involved in your care.

Your experience is important to us.

We are interested in your opinion on how useful you have found the Gold Line. You can send feedback even if you haven't used the phone line; some people say that just knowing the number is there is helpful.

If you would like to provide feedback, you can:

- Complete the questions below and post to: Gold Line, Telemedicine Hub, Airedale General Hospital, Steeton, Keighley, BD20 6TD or
- Fill in the questions online, by going to:
www.airedaletrust.nhs.uk/services/the-gold-line

Please circle your answers to the following questions:

1. Which of the following describes you best?
 - a. Patient
 - b. Carer

2. Did you find the information leaflet attached to this questionnaire useful?
 - a. Yes
 - b. NoComments on the leaflet, if any:
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3. Are you aware that you can contact the Gold Line 24 hours a day?
 - a. Yes
 - b. No

4. When you were given the written information about the Gold Line did someone explain it to you as well?
 - a. Yes
 - b. NoComments, if any:
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5. Do you think Gold Line is a useful service to you and those involved in the care of your relative?

- a. Yes
- b. No

Comments, if any:
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6. Does having the Gold Line help you to feel supported to manage at home?

- a. Yes, always
- b. Yes, sometimes
- c. Not really

Comments, if any:
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7. If you have called the Gold Line, did you find it helpful?

- a. Yes, I used it and it was helpful
- b. I used it but it wasn't helpful
- c. I haven't needed to use it yet

Comments, if any:
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8. If you have any other comments or there is anything you can suggest to improve the Gold Line, please write them here:

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Thank you for taking the time to complete this feedback form.

If you would like to be contacted with regards to any of the feedback, please provide your name and contact details below:

Name:

Address:

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Phone numbers: Landline: Mobile: