

The Gold Line - Supporting patients and carers in the last year of life

Introduction

- A 24/7 telephone line for all patients who are thought to be in the last year of life (LYL) /on the Gold Standards Framework
- Calls are answered by a senior nurse based in the Telehub at Airedale Hospital
- Once registered to the Gold Line, the nurse can access full health care record (with patient consent)
- 30 mini iPads for video-calls to hub 24/7 (and hospice by appointment) are also available
- Commenced November 2013, funded initially by the Health foundation as part of a Shared Purpose project, now commissioned by 3 CCGs (Airedale, Wharfedale and Craven CCG, Bradford Districts CCG and Bradford City CCG)
- Aiming for 0.6-0.75% of the population on Gold Line (3000-3750 people)

Key Enablers

- Cross boundary use of Gold Standards Framework
- System 1 used in primary and secondary care as electronic health record
- Electronic Palliative Care Co-ordination template in use (EPaCCS)
- Telehealth hub at Airedale Hospital already established.
- Patient and user involvement in service design.

How it works

- Patients identified possibly in the last year of life
- Professional explains aims of the Gold Standards Framework (GSF)
- Content is sought for being part of GSF, Gold Line and to share record with Gold Line. Patient and carer are provided with written information.
- Electronic referral made via System 1
- Hub admin. receive task on System 1, accept referral and add patient to GL caseload
- Consent checked again when patient calls

Patient and Carer Information

THE GOLD LINE
Information for Patients and Carers

01535 292768

It is mainly for you to use when:

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

Results – place of death

	National Data 2011-2013 England %	Bradford and Airedale PCT all deaths 2011-2013	GSF register/Gold Line 2013-14
Home	22%	23%	41%
Hospice	6%	8%	23%
Care home	21%	25%	22%
Hospital	49%	42%	14%

Results – referrals and caseload

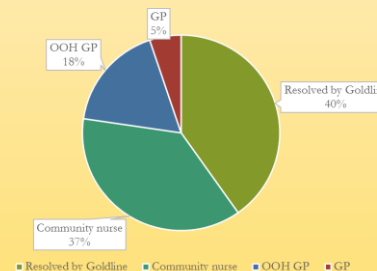
April 1 2014-31 March 2015
4648 referrals
1393 deaths
Number of days on Gold Line before death:
Range 1-504 days
Median = 49 days
Mean = 88 day

Caseload August 2015
1100 patients registered
52% cancer, 47% non-cancer
46% not known to spec pall care services

Results – Admission avoidance

	Nov 14	Dec 14	Jan 15	Total
Admission avoided	38	18	8	64
A&E attendance avoided	28	28	13	69
GP visit avoided	46	51	33	130
Community nurse visit avoided	20	24	12	56

Results – call outcomes 5106 call (1813 individuals)



Patient and carer feedback

*Dear Goldline nursing team,
Thank you so much for your wonderful care during my mum's final few weeks. I have to admit that when I first heard about the Goldline system I was cynical. I thought it would be another piece of bureaucracy that got in the way of real care. But you proved me completely wrong.
Every single time I called, the phone was answered by friendly, knowledgeable people who could immediately answer every question and coordinate with Sue Ryder, Marie Curie, my mum's GP and everyone else.
I was so impressed with your incredible level of service and knowledge.
Thank you again*