



Goldline

24/7 Patient Care

01535 292768

Our team are here to give you advice and support when you really need it.



The doctor or nurse caring for you may have talked about your health problems and how they affect you day to day. Although your condition is not reversible we want to help you and those close to you to have the best quality of life possible. We can do this by using a way of working known as The Gold Standards Framework (GSF).

The GSF is for people who have a serious illness and may be in their last year of life. It is a way of working which helps professionals to give better care to you and your family. GSF is widely used across the country to enable people to live as well as possible until they die – Goldline is one of the services available to you as part of your care under this framework.

What is Goldline?

This is a service for patients with a GP in Bradford, Airedale, Wharfedale or Craven. It is a round-the-clock telephone support line for you and your carer to use when:

- your GP surgery is closed
- you are finding it difficult to get help during the day or night, and you need some advice
- you are feeling anxious or frightened at any time.

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



Who will answer my call?

A qualified and experienced health care professional will answer your call. They are available 24 hours a day, 7 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 one of the team will call you back.

How can the Goldline team help me?

We can give advice, support you, and contact other services on your behalf. 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 team will be able to access your health record on the computer so they are able to see your current situation and medication. They will enter the details of your call into your health record so that your usual care providers can see this information. The Goldline team work closely with all other people involved in your care, and endeavours to co-ordinate other services, such as District Nursing and out of hours GPs, to support you at home.

Ask us for more details on how we use your information, or go to <http://www.airedale-trust.nhs.uk/about-us/how-we-use-your-information/>

**Call us on
01535 292768**

How will I benefit from being part of the GSF?

The services you use will be better coordinated. Your doctors and nurses will meet regularly to discuss your care. Your needs and wishes will have greater priority, and your care will be planned with you.

Our aim is for you to get the kind of care you want, in the place that you prefer. Details of what is important to you can be added to your health record such as:

- where you want to be cared for
- decisions you have made about your care, including resuscitation
- where you would like to spend your final days
- who you wish to speak for you if you are unable to make decisions in the future.

What happens if my condition changes?

Your preferences can change when your needs change. If this happens, it is important that you tell those caring for you so that your health record can be updated.

Please give us your feedback.....

Your experience is important to us. We are interested to hear your thoughts about Goldline, even if you haven't used it. You can submit feedback by completing the form below or speak to a member of the team on ☎ 01535 292768.

1. Which of the following describes you best?

Which of the following describes

Patient Carer

2. If you have called Goldline, did you find it helpful?

Yes

No

I haven't used it

3. Please tell us about your experience of Goldline and/or any suggestions for improvement in the box below:

Please return this form by post to 📧 **Goldline, Digital Care Hub, Airedale General Hospital, Steeton, Keighley BD20 6TD** OR email ✉ goldline.feedback@nhs.net

Thank you for your feedback. If you would like to be contacted about this, please provide your contact details below:

Name:

Address:

Contact telephone: _____
Review Date: 1st November 2020