Marie Curie

Care and support through terminal illness

The Daffodil Standards

UK RCGP & Marie Curie General Practice Standards for Advanced Serious Illness and End of Life Care

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Marie Curie

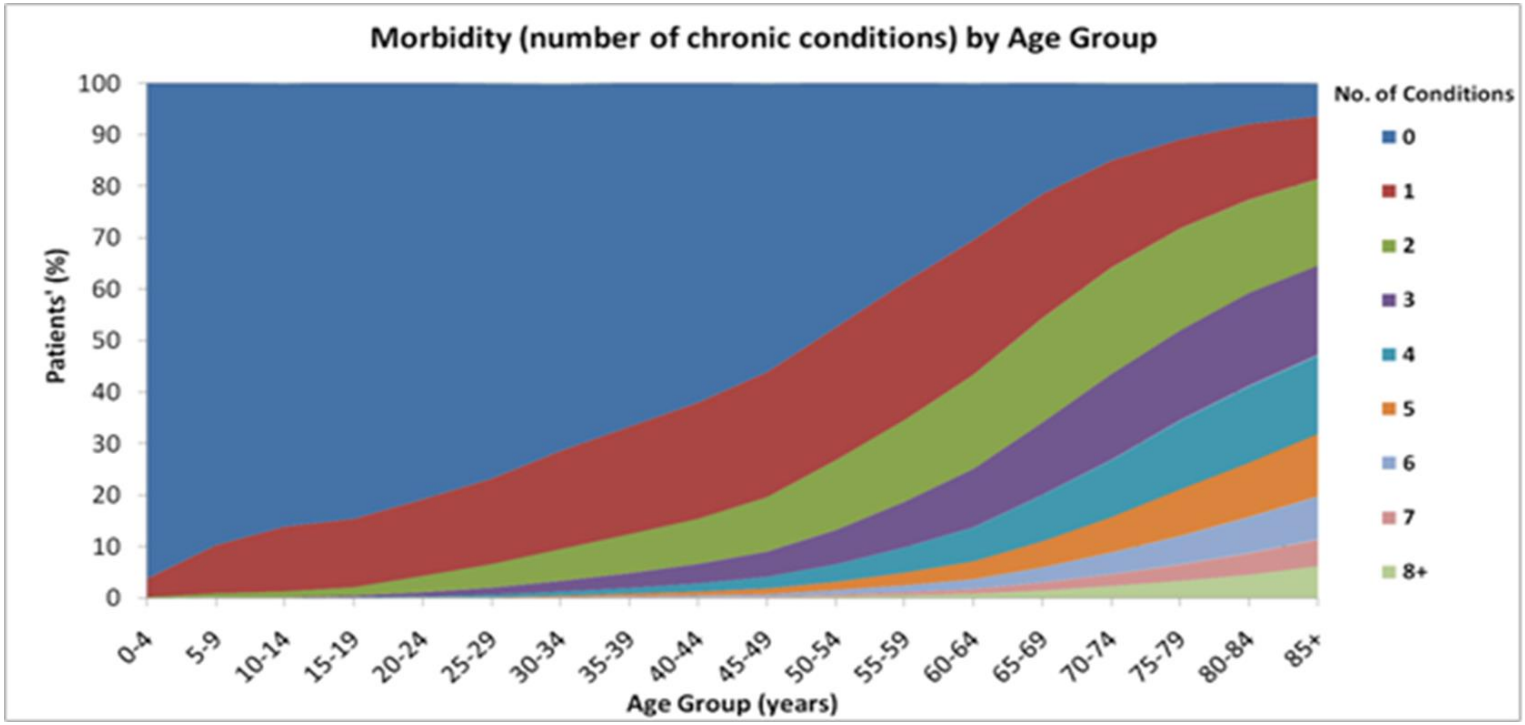
Care and support through terminal illness

Some context

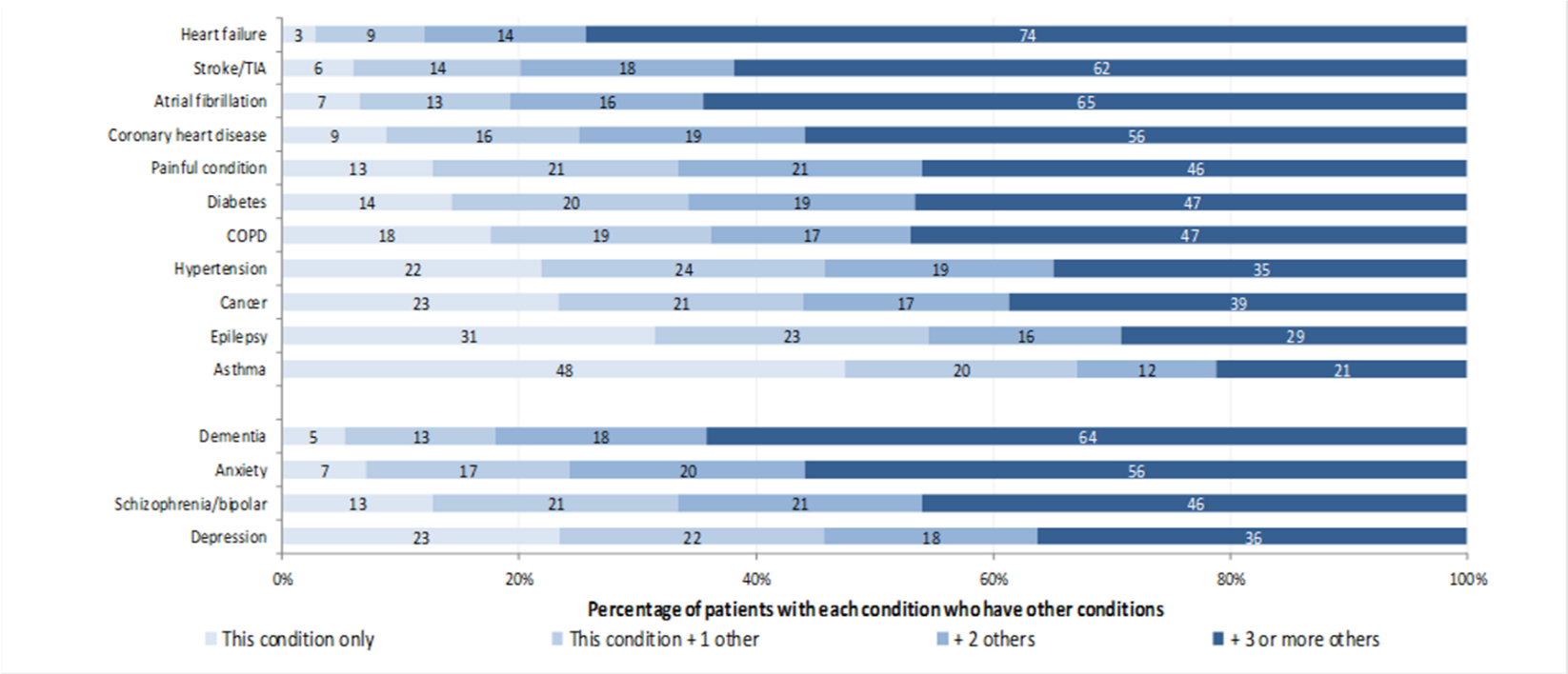
97% of GPs felt general practice plays a key role in the delivery of care to people approaching the end of life, and those important to them. [RCGP & Marie Curie national survey 2015]

92% of GPs think it is important for them to spend time caring for terminally ill or dying patients, with 87% saying that caring for terminally ill or dying patients is a rewarding part of their job. However, more than four in five (85%) GPs say that they do not have as much time as they would like to care for terminally ill or dying patients because of their workload.
[ComRes interviewed 1,005 GPs online between 14 - 31 January 2019]

Rise in multi-morbidity



And complexity



The Daffodil Standards offer a structured blueprint for practices to embrace their commitment to undertake a programme of continuous improvement over 8 Domains.

The Daffodil Standards

RCGP and Marie Curie UK General Practice Core Standards for Advanced Serious Illness and End of Life Care.

The Daffodil Standards are a blend of quality statements, evidence-based tools, reflective learning exercises and quality improvement steps.

The Standards offer a structure to enable practices to be proactive organisations in which continuous learning and quality improvement steps are an integral part of caring for people affected by Advanced Serious Illness and End of Life Care.

Introduction

Find out more

The Daffodil Standards: Self Assessment Evidence and Guidance

Find out more

Reflective Group Learning

Find out more

Quality Improvement Criteria Guidance

Find out more

Sign up for free

Find out more

Acknowledgements

Find out more

www.rcgp.org.uk/daffodilstandards

The Daffodil Standards - 8 Domains

Standard 1	Professional and competent staff
Standard 2	Early identification - patients + carers/next of kin
Standard 3	Carer Support - pre and post death
Standard 4	Seamless, planned, coordinated care
Standard 5	Assess unique needs of the patient
Standard 6	Quality care during the last days of life
Standard 7	Care after death
Standard 8	General Practice being hubs within Compassionate Communities

The Principles

Uses Institute for Healthcare Improvement outcomes:

1. **Improved Patient and Family/ Carer Experience**
2. **Improved Staff Experience**
3. **Improved Cost Savings**

- **Robust and reliable processes and systems embedded in normal practice**
- **Ambition for equitable and timely care**
- **<u>All</u> Staff confident + knowledgeable**

The Process of development

- Identified as a key workstream of the partnership work between Marie Curie and the RCGP
- Led by the Marie Curie funded RCGP end of life care clinical lead
- Wide stakeholder reference group reviewed and commented on the draft standards
- 16 pilot sites across the UK each piloting one standard
- Two year process of development leading to launch in March 2019

The Results: National Pilot feedback

- *"This pilot has transformed our surgery in a way that no other intervention has. It has transcended boundaries between staff, opened up dialogue and started to make a tangible difference to practice."*
- *"By us all using the same template we can try to ensure contact details for next of kin, power of attorney and key holders are communicated to those directly involved in the patients' care so there isn't an issue when their health starts to decline and important decisions need to be made in a timely manner."*
- *"Some points that came out were a sharing of information between the hospice and our community coordinator…"*
- *"This is a well designed and orchestrated pilot, it's great to be part of this."*
- *"Compassion is not just a word used but a reality experienced."*

https://www.youtube.com/watch?v=2be2t0t3RXU&feature=emb_logo

Notes: further details here (or delete)

Source: details here (or delete)

2019/20 GP Contract – EOLC Domain

Indicator	Points	Achievement thresholds
QI003: The contractor can demonstrate continuous quality improvement activity focused on end of life care as specified in the QOF guidance	27	NA
QI004: The contractor has participated in network activity to regularly share and discuss learning from quality improvement activity as specified in the QOF guidance. This would usually include participating in a minimum of two network peer review meetings.	10	NA

2019/20 GP Contract – EOLC Domain

4 Measures:

1. Increase proportion of people who die from Advanced Serious Illness who had been identified in a timely manner on a practice 'supportive care register', in order to enable improved end of life care, reliably and early enough for all those who may benefit from support.
2. Increase proportion of people who died from Advanced Serious Illness who were sensitively offered timely and relevant personalised care and support plan discussions; documented and shared electronically (with appropriate data sharing agreements in place) to support the delivery of coordinated, responsive care in and out of hours with key cross-sector stakeholders.
3. Increase proportion of people who died from Advanced Serious Illness where a family member / informal care-giver/ next-of-kin had been identified; with an increase in those who were offered holistic support before and after death, reliably and early enough for all those who may benefit from support.
4. Reliable system in place to monitor and enable improvement based on timely feedback of the experience of care from staff, patients and carer perspectives.

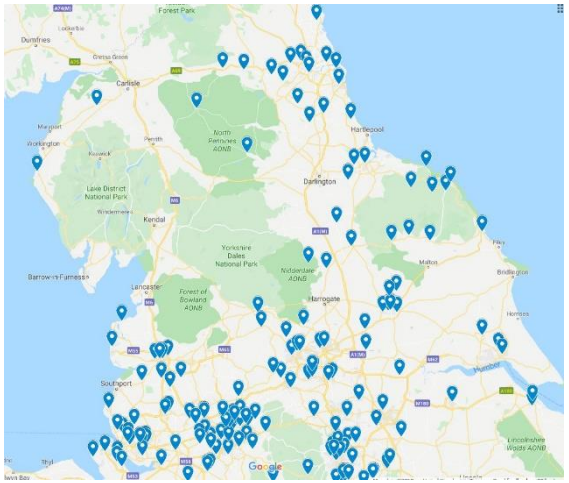
Daffodil Standards and QOF

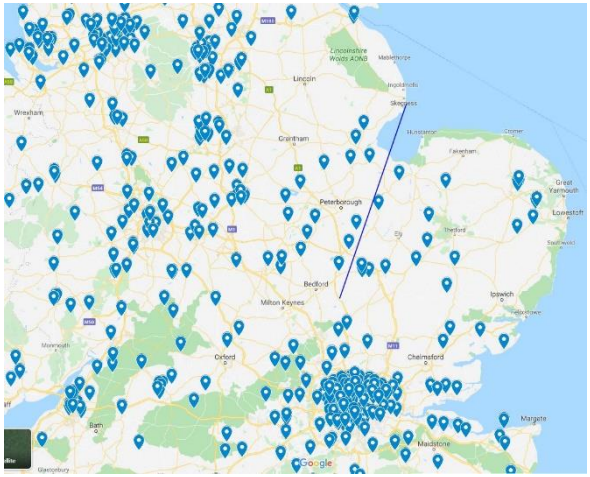
STANDARD 2	Identification
STANDARDS 3 + 7	Carer support before and after death
STANDARD 5	Assess unique needs of patient – Personalised Care and Support Plans

Building momentum

- Over 1000 Practices signed up across the UK - since March 2019 launch
- Increasing by about 20 practices per week
- Regular newsletter
- Refresh to better suit healthcare environment and language in devolved nations
- Opportunity to update based on best practice / policy / resources

Spread of practices signed up to Daffodil Standards





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