Goldline
24/7 Patient Care

The Goldline is a 24-hour telephone service, provided by a dedicated team, offering access to clinical support and advice to patients in their last year of life.

**Who will answer your call?**
A qualified and experienced healthcare professional who can support you and contact other services on your behalf if required.

24/7

**01535 292 768**

NHS Harrogate and District NHS Foundation Trust | Saint Michael's Hospice | Goldline 24/7 Patient Care | Social Finance | Macmillan Cancer Support

Version 09/2026

HELPSS
Harrogate End of Life Planning and Support Service

# Harrogate End of Life Planning and Support Service

Supports people living with a palliative diagnosis or a life-limiting condition, who may be approaching the last year of life, by offering the opportunity to create an Advance Care Plan and be referred to Goldline for 24/7 phone advice and support.

Visit our website: HELPSS

## Why do you need an Advance Care Plan?

- To ensure your choices at the end of life are discussed, recorded and shared with relevant healthcare professionals.
- Starting these discussions early gives you the opportunity for conversations to evolve over a period of time without any pressure to make quick decisions.



## The Advance Care Plan Includes:

- What matters most to you, now and in the future.
- What you would like to happen, and where you would like to receive your care.
- Choosing someone to speak on your behalf, if needed.
- Recording any legal decisions you make.

## How can you create an Advance Care Plan?

- Contact your GP or any healthcare professional and/or Saint Michael's Hospice Advance Care Planning service.

Saint Michael's Hospice

Self-referral form

## What happens to your information?

You are added to the GP Palliative Care Register, which ensures your care needs are identified early, prioritised and coordinated with other healthcare services. This ensures you receive the right care from the right people at the right time.