

The Care Co-ordination Service (CCS)

What do people want from their care?



"I want to be involved in the planning and the options about the care that I receive."

"I want to access services at a time that is convenient to me"

"I want one person coordinating my care who understands my needs and can connect me with the right people"

"I want my care to be right for me, not people who are like me"

These are all things that patients in Central London said they wanted to experience in their healthcare.

What can your General Practice provide?

General Practices in Central London want to help make these things happen. As well as providing help with booking secondary care referral appointments, the Care Co-ordination Service (CCS) will also give extra support to those that need it the most. We will be inviting patients in for proactive care appointments so, together, we can make a plan for your future care that will focus on your personal goals for your health and well-being, as well as what actions you can take to achieve them. We can then work as a team to support and empower you to complete your actions.

For example:

GOAL – Get my diabetes under control and return to the body weight I had 2 years ago

ACTIONS –

Learn more about what diabetes is and what changes I need to make

- Go on a training course to learn about diabetes and how to manage it
- See the Practice Nurse to check my medications
- Link with a diabetes peer group

What will the Care Co-ordination Service do?

The (CCS) will help the GP Practice and you by:

- helping to create a care plan to fit your needs and goals
- arranging and booking your appointments
- referring you to the services identified in your care plan
- being a single contact point for all of your referral, care plan and co-ordination queries
- assisting you in keeping healthy and/or improving your health and wellbeing
- checking in with you regularly to see how you are getting on and providing encouragement
- providing extra support for those who feel their health is getting worse and need help to improve or maintain it
- help for anyone who is struggling to arrange and access care for themselves or someone they care for

Who can use this service?

All patients can use CCS to help them in booking referral appointments to secondary care. Extra support through proactive care will be provided to:

- Anyone over the age of 65 years
- Anyone over the age of 18 who has one or more long-term condition
- Anyone whose clinician agrees they would benefit from the service

How can I get the extra support through CCS?

There are two ways:

1. Your Practice will contact you if they think you might benefit from the extra help. It will be your decision whether you want to accept the support they offer
2. Ask your GP about the service and discover whether it can be offered to you

More information about the CCS on our Website -

www.centrallondonhealthcare.co.uk

Complaints & feedback

To make a complaint or send a comment about the Care Coordination Service, telephone the number above, visit our website, or write to:

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