



**New Service for patients  
at Aspley Medical Centre who are at more risk  
of an unplanned hospital admission in an emergency situation**

The NHS has introduced a new Service for patients who would be likely to benefit from more tailored, active support from their GP Surgery. Personal care planning can help improve patient health and wellbeing, as well as help to reduce the risk of unplanned hospital admissions.

As a member of the programme, you will have a named GP who will have overall responsibility for the care and support that our Surgery will provide you. We will also make sure that you have a named Care Co-ordinator, who may be your named GP or another health professional involved in your care and who is likely to be the person you see the most. Your named Care Co-ordinator will be responsible for sharing information with you, [your carer] and, if you are happy for us to do so, with other health professionals involved in your care. Information would only be shared with other care organisations (e.g., hospitals, emergency services and, if you have one, your social care team) to help co-ordinate your care. These new arrangements do not prevent you making an appointment or seeing any doctor, of your choosing within the Surgery, as you would normally do.

Your named GP, or named Care Co-ordinator, will work with you to develop a personal Care Plan and review/discuss with you any changes needed. We will also invite, with your agreement, other health/care professionals involved in your care to help develop and keep your personal Care Plan up to date.

Your care planning discussion will help us, you, [your carer], your named GP and named Care Co-ordinator think about your health and care needs. With your agreement, your personal Care Plan will include information such as :

- Your NHS number;
- Details of your named *GP* and *Care Co-ordinator*;
- Details of any other health / care professionals who are involved in your care;
- Confirmation that you have agreed to sharing your *Care Plan* with relevant health/care professionals;
- Details of your condition(s) and significant past medical history;
- Details of any medication(s) you are taking and plans for reviewing them;
- Any allergies you may have;
- The action that you are taking to help manage your health;
- How you can detect any early signs that your health may be worsening and what you should do if this happens;
- Who to contact if you think you need to see a Doctor urgently.

Your named *GP* and named *Care Co-ordinator* will work with you to review your health needs as often as necessary and at least every three months. They will ensure that you receive support from us and others to help you manage your health. We may also be able to help you find local community resources that you may find helpful.

We will also make sure that whenever you have an urgent need to see / speak to a *GP* or *Nurse* as soon as possible on the same day, one of our *GPs* or *Nurses* will phone you back to help deal with your problem.

If you have any questions, or would prefer not to receive this Service, please contact the Surgery on 0115 929 2700.

**ASPLEY MEDICAL CENTRE**