

Pioneering improved healthcare for over 65s in West London

Are you over 65?

Your local NHS is introducing a new integrated care service to better meet the physical, emotional and social needs of patients aged 65 and over who live in Kensington & Chelsea and the Queen's Park and Paddington areas of Westminster.

The new service, called **My Care, My Way**, is being introduced in response to feedback from people aged 65 and over who said they wanted their health and social care to be more consistent and coordinated. The pioneering service is a collaboration of many local organisations working together as partners including: local GPs, local hospitals, community services, social care, charities such as Age UK Kensington & Chelsea and other voluntary organisations.

My Care, My Way will give patients more time with their GP and access to a host of other professional staff who will collaborate with the individual to

plan their care. As Henry Leak, the Development Manager at the Violet Melchett Integrated Care Centre explains:

"The patient is at the heart of My Care, My Way as it focuses on what the patient needs in terms of health and social care. It puts the patient in partnership with their GP and with other health and social care professionals so together they can actively plan care specific to a patient's needs".

The two newly opened Integrated Care Centres at the St Charles Centre for Health & Wellbeing in Ladbroke Grove and Violet Melchett Clinic in Chelsea mean that patients can access a wide range of services, conveniently all under one roof. These include basic foot care, diabetes clinics and social care services. A patient seeing their GP at one of the centres can access all of the services in one place and reduce the number of appointments in different places. After a visit to the St Charles Integrated Care Centre one patient said:

"It's good to have all your illnesses and ailments considered at the same time. It's tiring to see people at different places".

GPs have also discovered the benefits of the service: *"I have been the patient's GP for the past 15 years but I found out more about them in the session at the St Charles Integrated Care Centre today than I have in the 15 years of looking after them - this is really positive for patients".*

One essential part of the My Care, My Way service is 'self care'. This offers an approach for everyone on keeping well and looking after themselves with ideas and supportive information on various activities. Self care goals are things you can decide you want to do in order to keep yourself as well and as active as you can. Goals can range from deciding to eat more vegetables in your diet, to trying out a class or workshop with some new people.

Want to know more?

For more details about My Care, My Way, talk to your GP, or visit www.westlondonccg.nhs.uk/your-services/older-adults-aged-65-and-over

