

Frequently Asked Questions

Why is access to care services for older patients in the local area changing?

Your local NHS is introducing a new care service for older adults called My Care, My Way in response to feedback from local people.

They told us that they would like, “access to care for older adults aged 65 and over in the area to be more coordinated and more consistent.”

They said that the way in which care for older people has been offered in the past has been, “too fragmented” and added that patients, “do not want to have to tell their story to lots of different care professionals every time they access care.

I'm over 65. Is access to health and social care changing for me?

Yes, the new service called My Care, My Way, unites all local organisations that could be involved in any aspect of your care. Consequently it has been designed to put you at the centre of any plans and developments made in the management of your care. The service aim is to help you stay well for longer closer to home.

Have local people been involved in creating the new service My Care, My Way?

Absolutely. Local people have been involved in designing the new service with NHS organisations, voluntary services and local councils. We designed the service guided by patient opinion from the colour of the chairs used in waiting rooms to the name of the service itself. Over 80 local people were involved in creating the name which we now use My Care, My Way and the colours of the icon we use.

What does My Care, My Way mean for me?

The pioneering service, My Care, My Way, aims to provide you with access to care services in a more coordinated and consistent way than you have known in the past.

It brings together professionals from health, social care and voluntary organisations and ensures that your GP, together with other care providers, works with you to provide the best possible health and social care services to meet your needs. Even if you have very little health needs My Care, My Way offers an annual check up to help keep you well.

Will my GP still do the same job?

Your GP will still be responsible for your care, as they are now. The biggest change is that your GP will be able to spend more time with you.

To date your local NHS has also recruited around 50 new members of staff to work with GPs in Kensington and Chelsea and parts of Westminster (Queen's Park and Paddington). These are called case managers and health and social care assistants. They have a wide variety of skills and areas of expertise and work with GPs to help their patients.

Who are in my My Care, My Way integrated care team?

Depending on your current healthcare needs, the people in your My Care, My Way integrated care team will include your GP, a case manager and a health and social care assistant. The number of people in your integrated care team will change over time, depending on your needs.

If you're feeling well and don't need to see your GP very often, it's likely that your integrated care team will include your GP and a health and social care assistant.

If your healthcare needs are more complex, it's likely that your integrated care team will include your GP, a case manager and a health and social care assistant.

Will my social worker change?

Your social worker will not change. You will continue to receive social care as you do now. However, with your permission, your social worker will work with you and with other care professionals (including your GP) to make sure every aspect of your care plan is in harmony with other health plans.

Any plan you may already have developed with your social worker will become part of your overarching care plan, developed in partnership with your GP.

What is care planning and do I need to do it?

You are invited to come and talk to your GP about planning your care at a care planning meeting and take advantage of the new My Care, My Way service. At the first My Care, My Way meeting you will talk about your health, as well as your day-to-day life. That's because care planning involves every aspect of your health and social care and considers what is important to you. This is called integrated care.

When you come to your care planning appointment, please feel free to ask any questions you have and be as open as you can with your GP about your situation and any other needs. This meeting is all about us working together with you for the best possible result.

What will happen at my care planning appointment?

At your first care planning appointment you will meet the members of your care team. This might include your GP, your case manager and your health and social care assistant. The number of people in your team will depend on your current health and social care needs.

What do I need to bring to my care planning appointment?

It would be helpful if you could bring the following things to your care planning appointment:

- Your NHS number (if you know it)
- The details of any professional people who are involved in your care
- Details about any existing health conditions or allergies you have
- Your contact details
- Information on your next of kin, if applicable.

How long will the My Care, My Way care planning meeting last?

The length of your care planning meeting will depend on the condition of your health and whether your GP thinks you need to have any tests. If you are attending an appointment at one of the new [Integrated Care Centres](#) please be prepared to stay for longer than you would at a normal appointment. This may be because of extra tests you may have there.

What is a care plan?

In general terms a care plan is a record of your discussions with your My Care, My Way integrated care team. It details information that:

- Relates to you and your health
- Supports your care now and in the future
- Aids future decision-making about your care
- Records any decisions made about your care, including your [Self Care](#) goals.

Care planning and sharing patient information.

When you attend your first care planning appointment, your GP will ask you if you are happy to share your information. This is because your GP may need to discuss your information



with other professionals in the My Care, My Way team to provide you with excellent coordinated and consistent care. Your consent to share information will be recorded by your GP. If you do not give this consent, no personal information about you will be shared with anyone else.

If you do not wish to take part in My Care, My Way care planning, you can talk to your GP about other options that are available to you.

Who will be able to see my records?

GPs, and with your consent, hospital doctors, nurses, social workers and other authorised health and social care professionals who are in direct contact with you will have access to your health and social care records.

Will my information be shared with other people?

Depending on your needs, and only with your permission, your GP will work with health and social professionals to plan your care and these professionals will share your information with each other.

This will mean that everyone who is involved in planning or providing your care will have access to your up-to-date information whenever they see you, so your care will be both coordinated and consistent.

How can I be sure my personal information is safe?

Rigorous security measures are in place to ensure your information, which is protected under the Data Protection Act 1998, is safe. Your personal information will **only** ever be used to support your own direct care. It will **never** be shared with, or sold to, anyone else.

How is my personal information shared?

Each service that provides you with health or social care keeps records about you and your health. In the past this information has usually only been shared by letter, email, fax or phone.

What we have learned from patient feedback is that this information “can get lost,” “the process is slow,” and “information is usually not up-to-date across different services.” Patients have told us that they, “often have to repeat their information and tell their story multiple times.” My Care, My Way will stop this from happening.

Can someone come with me to my care planning appointment?

Yes, you can bring someone with you. You are welcome to bring a carer, relative or friend with you to any of your care planning appointments. You may want that person to take part in the discussion, or simply to be there to support you.

Please don't be afraid to ask any questions you may have, and please be open with your GP. The new care service is focused on improving your care and we can do that best with your help and participation.

What if I need an interpreter?

If you need an interpreter to help you at your appointment, please ask us or let the person booking your appointment know at the time of booking.

What are Integrated Care Centres? Do I need to go there?

Integrated Care Centres are dedicated places that bring together key services in one place, conveniently under one roof. The centres have been designed to offer a wide range of care and support services.

There are two Integrated Care Centres in our local area:

- The [St Charles Integrated Care Centre](#), near Ladbrooke Grove
- The [Violet Melchett Integrated Care Centre](#), near Chelsea Old Town Hall

How do I get to an Integrated Care Centre?

If you are unable to travel to an Integrated Care Centre on your own please ask us or let the person booking your appointment know at the time of booking.

Still have questions?

If you have any more questions about the new way My Care, My Way is providing care for older people in West London, please contact your GP.