

Coordinate My Care (CMC) Urgent Care Planning for Your Patients

For GPs – Why create a CMC plan?

Your surgery is only open for **30%** of your patient's week.

70% of the time, your patients are treated or advised by other healthcare professionals who do not know them.



When your patient calls NHS 111 or 999 there is a CMC "flag"

Because of this:

- Your patient becomes a priority caller to 111 or 999 and goes straight through to a clinician, bypassing the standard questions to receive immediate advice from a clinician based on the information in the care plan
- CMC urgent care plan is shared with health professionals 24/7: NHS 111, London Ambulance Service, Out of Hours services, A&Es and Community services, who don't know your patient
- London Ambulance crews receive a message to their vehicle and liaise with their Clinical Hub to get a high level handover of the patient
- Your patient tells their story once only and their wishes are respected
- Unnecessary hospital admissions and resuscitation procedures are avoided
- The plan is available on mobile devices and can be viewed by London Ambulance Service and other urgent care teams

How do patients say it helps?

- Provides reassurance to have a plan for themselves and their families
- Avoid the constant need to repeat their story to different people at a time of distress
- And patient information is available in 10 languages



Is it working?

- Increasing numbers of care plans being created and viewed across London
- Benefits for groups of patients including End of Life Care patients, the elderly and frail and those living with long term conditions
- Visit www.coordinatemycare.co.uk for a 'one stop shop' for all your queries on information governance, training and access to CMC

For EMIS users, switch on the connection from EMIS Web to CMC and work between the two systems more seamlessly. Please get in touch for more information, any help and assistance or to give us your feedback on 0207 811 8513 or email coordinatemycare@nhs.net.