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NHS Service Coordinate My Care Launches New IT System

New system making urgent care plans more accessible to Patients and HCPs

Wednesday 25 November, London – Today the NHS clinical service Coordinate My Care (CMC) unveiled a new and improved IT system, which it hopes will make creating personalised urgent care plans for patients, easier, more accessible and increase satisfaction with the service and patient care. Since its inception in 2012 the innovative programme has created more than 25,000 electronic personalised urgent care plans across London with the hope that a newer, faster, more intuitive system will drive further uptake across the capital and beyond.

Currently CMC, which is hosted by The Royal Marsden NHS Foundation Trust, shares urgent care plans across London both in and out-of-hours, to GPs, community nurses, community palliative care teams, hospitals, hospices, social workers, London Ambulance Service, NHS 111 and care homes to ensure that all the healthcare professional teams involved in a patient’s care are connected 24/7.

John Middleton, the General Manager of CMC said “25,000 care plans across London has been a fantastic achievement and a testament to the unmet need for patient centric care in end of life and urgent care situations. In fact, 79% of patients with a CMC plan who have died since creating their urgent care plan, died in their place of choice. This is patient centric care which improves their experience and that of their families during a very difficult time”.

He added, “We have invested in a new IT system after listening to our users to ensure as many patients and clinicians benefit from this vital service”.



The IT system created in partnership with InterSystems Ltd boasts state of the art functionality and is accompanied by online e-learning training modules covering all aspects of the service, including how to create an urgent care plan.

Dr Caroline Chill, Clinical Director for Integration and Older and Vulnerable Adults, for Merton Clinical Commissioning Group (CCG) and a GP in Merton said "As a busy GP I am acutely aware of the time pressure on clinicians. This new IT system is much more user friendly and should reduce the time it takes to create and update CMC care plans".

A recent report by the Economic Intelligence Unit praised end-of-life care in the UK as the best in the world citing the quality and availability of services, thanks to the NHS and hospice movement, as 'second to none'. However the report highlighted room for improvement, echoing findings made by the Parliamentary and Health Service Ombudsman in England whom criticised end of life care services.

Professor Julia Riley, Clinical Lead for CMC and Palliative Care Consultant at The Royal Marsden & Royal Brompton hospitals urges caution "We are good but could do better and I strongly believe advance care planning is the way forward. Online banking and the ATM have given us 24/7 access to our finances. Digital urgent care plans could be the answer to flexible, 24/7 patient centric care and deliver cost benefits to the NHS at the same time"

The next phase of rollout for Coordinate My Care includes increasing interoperability with GP, community services, acute and urgent care IT systems, culminating in the delivery of full interoperability allowing users to seamlessly use the CMC service from within their host systems where appropriate.

-The End-



Notes to Editors

About Coordinate My Care

Coordinate My Care was set up in 2012 to address gaps in end of life and urgent care service provision. CMC is an NHS service that helps patient record their views and wishes within an electronic personalised urgent care plan. This care plan can be seen by doctors, nurses, social care and emergency services to help increase a patients understanding and choice around decisions being made about their care and collaboration between all the many healthcare teams involved with a patient. Emergency services include the Ambulance Service, NHS 111 and the Out of Hours GP service.

Contacts

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