

To:  
ICS Chief Executives  
CCG Accountable Officers  
NHS Acute Trust Chief Executives  
NHS England and NHS Improvement  
Regional Directors

NHS England and NHS Improvement  
Skipton House  
80 London Road  
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**17 February 2022**

Dear Colleague

## **My Planned Care Patient Platform**

My Planned Care is a national workstream as part of the Elective Recovery Programme focused on empowering patients while they are on the elective pathway. Feedback from patients and patient groups has identified the opportunity to better inform, involve, prepare and support patients.

We appreciate the enormous pressure which systems are currently under, and many Trusts have approached us to expedite support for patients on the waiting list.

The web based My Planned Care Patient Platform has been developed at pace to create the opportunity to provide patients with:

- information specific to a range of conditions to enable a better understanding of supporting their own health while on the waiting list
- waiting list information to enable people to better understand how long they may be waiting.

The Platform will initially comprise 137 acute hospital sub-sites where people can find information relating to their elective care. The platform will host local support information developed within each trust ensuring that people have access to guidance and support recommended by local clinicians and approved through each trust's clinical governance processes. It will also include information on the waiting times for each acute provider.

We are aware that many trusts have already developed strong support offers to address the needs of those on their waiting lists. The platform has been designed as an opportunity for patients to have direct access to these trust level support offers and amplify the local offers in place. The platform is intended to supplement not supersede any existing support.

We are working with regions, systems and providers across the country to set up each trust's patient support information. A large number of trusts have already provided content and we will continue to work with you to populate the remaining provider sub-sites through the resources aligned to each region.

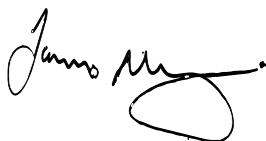
To enable patients to be able to see the information that they have been asking for, we will populate the site with provider-developed clinical guidelines for patients over the coming weeks. There is no requirement on systems and providers in relation to the provision of the waiting list information as this is being used as a direct data-feed from established data collections.

Given the importance of the My Planned Care website in supporting people while they wait, we would appreciate your support in ensuring that the platform provider specific clinical content is complete by **31 March 2022**.

The initial version of the Platform will be going live on **24 February 2022** to allow providers to begin to populate and at that time will contain a range of national support information for patients and waiting time information for treatment. The team will be disseminating to all providers the specific weblink which can be communicated to patients to direct them to their hospital site to obtain further information.

Should you have any queries please email [platform.myplannedcare@nhs.net](mailto:platform.myplannedcare@nhs.net).

Yours sincerely



**Sir James Mackey**  
**National Director of Elective Recovery**  
**NHS England and NHS Improvement**