

# Information for patients and their carers

## What is Coordinate My Care?

As a patient you may well have views about your future care: what you would like to happen, where you want to receive care, and even things you would like to avoid.

Coordinate My Care (CMC) is an NHS service that can help you record your views and wishes within an electronic personalised urgent care plan. This care plan can be seen by doctors, nurses, people providing you with social care and emergency services to help them understand the choices you have made about your care. Emergency services include the ambulance service, the NHS 111 telephone service and the out-of-hours GP service.

## Do you need my permission?

Yes. You will only join the CMC service and have a CMC plan once you have given your consent. If a person has lost the ability to make their own choices, a decision can be made in their best interest by a doctor or nurse - after discussions with the person's family and carers. CMC plans can also be created for children and young people after appropriate discussions have been had with them and their families, and they or a parent or legal guardian consents.

## Who will see my CMC record?

Only health and social care professionals and limited administrative staff helping them, emergency services, and out-of-hours health services can see your CMC plan.

Please let your carers and family members know you have a CMC plan, so that they feel informed, and can give useful information about you and your CMC plan to anyone asked to give you care.

Sometimes information from CMC plans may be used for research or to improve services. When we do this we will either take out details that can identify you first, or if that is not possible, ask your permission to use it. Your information will not be sold or used for marketing purposes.

## What are the benefits of taking part in CMC?

CMC supports you to make decisions about the kind of care you want and where you want to have it. It then makes sure that everyone caring for you knows about your preferences.

## How can I see the information in my CMC care plan?

When your CMC plan is created, you will be offered a paper copy. After that you can ask for a copy at any time.

## What possible disadvantages are there in taking part in CMC?

Although the nurse or doctor who discusses your care and wishes with you will try to do so sensitively, you may find you are not ready to answer some of their questions. If so, you do not need to answer them, or you can do it another time.

## What happens if I want to take part in CMC?

1. Your doctor or nurse will have a talk with you about your condition and your future care. They will explain about CMC and ask if you want a CMC plan.

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2. If you say yes, they will create a CMC plan with details such as your date of birth, address, next of kin, diagnosis, medications, and your care wishes. It may also include what care you require in an emergency. They will offer you a paper copy.

3. The CMC service will send a message to your care professionals including the ambulance service, the NHS 111 telephone service and the out-of-hours GP service in your area, telling them you have a CMC care plan.

### What happens if I do not want to take part in CMC?

A CMC plan will never be created for you without your permission. Whatever you decide, you can change your mind at any time by telling one of your care professionals.

Once you have joined, if you want to leave the CMC service, your record will be closed down but not deleted. This means that it will no longer be seen by all the doctors, nurses, paramedics and social workers who care for you. In the unlikely event of an inquiry regarding your care, senior members of the CMC staff may have to access your closed record. Whenever possible this will be done with your permission.

It is important for CMC to know why people choose to close their records so that we can address any problems that may be identified. In order to do this we need to audit the closed records, and your information may be used for such a purpose. If your CMC plan is included in an audit, your name and identity will be removed first.

No matter what you decide, everyone will still give you the best care possible with the information they have.

### How do I update my record?

Your care professionals will discuss your care with you regularly and update your CMC record if anything changes. If you change address or GP, or if you want your CMC record changed, let your GP or nurse know and they will make the necessary changes.

### For your care/healthcare team

Your GP and other healthcare professionals know you have a CMC plan, but social care teams and others may not know, or may need to be reminded. As a reminder to your carer or other healthcare providers, we recommend you complete the information below and put it with your medical notes:

**First name:** .....

**Surname:** .....

**Date of birth:** .....

**NHS number:** .....

If you need to contact the NHS 111 telephone service, an out-of-hours GP or if an ambulance is called, please remember to tell them that you have a CMC plan and tell your family members too that they can make sure anyone treating you knows about your CMC plan.

### Contact us

If you have any questions about how CMC works, please contact: **Coordinate My Care The Royal Marsden NHS Foundation Trust, Fulham Road, London SW3 6JJ**  
Tel: 020 7811 8513 Mon – Fri, 9am–5pm  
Email: [coordinatemycare@nhs.net](mailto:coordinatemycare@nhs.net)  
See our website [www.coordinatemycare.co.uk](http://www.coordinatemycare.co.uk)

**If you need medical or nursing care advice please contact your GP, district nurse or other care professional.**