**Template letter / email text (for a guardian of a child on unplanned admissions enhanced service case management register)**

[Practice Address]

[DATE]

[Patient Address]

Dear [Patient Name]

**New service for patients**

The NHS has introduced a new service for people who are more at risk of an unplanned hospital admission in an emergency situation and who would be likely to benefit from more tailored, active support from their GP surgery. We would like to invite [insert child’s name], to be one of the children who receive this service at our surgery. We believe personal care planning could help improve his or her health and wellbeing, as well as help to reduce the risk of unplanned hospital admissions.

As a member of this programme, [patient name] will have Dr XX as his or her named GP and they will have overall responsibility for the care and support that our surgery provides to him or her. We also make sure that he or she has a named care coordinator, who may be the named GP or another heath professional involved with his or her care and is likely to be the person he or she (and you) see the most. The named care coordinator will be responsible for sharing information with you, where appropriate the child and – if you and he or she (where appropriate) are happy for us to do so – with other health and care professionals involved in his or her care. Information would only be shared with other care organisations (e.g. hospitals, emergency) to help coordinate care. These new arrangements do not prevent you making an appointment or seeing any doctor of your choosing within the practice as you would normally do.

The child’s named GP or named care coordinator will work with you and with the child, where it is applicable to involve him or her, to develop a personal care plan and review / discuss any changes needed. We will also invite, with your and where appropriate the child’s agreement, any other health or care professionals involved with his or her care to help develop and keep this personal care plan up to date.

Your child’s care planning discussion will help us (you, the child if appropriate, the named GP and named care coordinator) to think about his or her health and care needs. With your agreement, the personal care plan may include information like:

* the child's NHS number
* details of the named GP and care co-ordinator
* details of any health or care professionals who are involved in the child’s care
* confirmation that you have agreed to sharing the care plan with relevant health or care professionals
* name and contact details for you as the child’s guardian (and any other relevant next of kin)
* details of the child's condition(s) and significant past medical history
* details of any medication(s) the child is taking and plans for reviewing them
* any allergies the child may have
* the action that you and the child will be taking to help manage his or her health
* how you can detect any early signs that the child's health may be worsening and what you should do if this happens
* who to contact if you think the child needs to see a doctor or nurse urgently

The named GP and named care coordinator will work with you and the child to review his or her health needs as often as necessary. They will ensure that you and the child receive support from us and others to help manage his or her health. We may also be able to help you find local community resources that you may find helpful.

We will also make sure that, whenever you have an urgent need to see or speak to a GP or nurse, as soon as possible on the same day one of our GPs or nurses will phone you back to help deal with your problem.

If you have any questions, or would prefer your child not to receive this service, please contact us on [phone number] or at [email address].

Kind Regards

[Name]