**Template letter / email text (for a parent 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 your child, [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.

Your child 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 will also make sure that he or she has a named care coordinator, who will be the named GP or another health professional involved with his or her care and is likely to be the person that he or she (and you) see the most. The named care coordinator will be responsible for sharing information with you, where appropriate your 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 your child’s care. Information would only be shared with other care organisations (e.g. hospitals, emergency services) 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.

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

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

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

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

We will also make sure that, whenever you have an urgent need to see or speak to a GP or nurse about your child, 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 does not to receive this service, please contact us on [phone number] or at [email address].

Kind Regards

[Name]