North West London Integrated Care Pilot
Your local NHS and council are improving the way your care is planned

Integrated care for people with diabetes and / or over the age of 75

Language support
If you need help in translation of this leaflet then please call 0800 368 0412

Who to contact for more information?
For all enquiries about becoming an ICP member, please speak directly to your GP at your appointment.

For general enquiries about the ICP, please contact the Customer Service Department on 0800 368 0412 open 9am – 5pm Monday to Friday excluding bank holidays

or email clchpals@nhs.net or go to www.northwestlondon.nhs.uk

For specific information about the ICP and ‘how’ it works please email: info.admin@icpnwl.nhs.uk

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The integrated care pilot (ICP) launched in 2011. Its goal is to enable your GP and other health and social care doctors and staff to work together more closely, so that they can plan and provide the best care for you.

The ICP currently brings together over 100 GP practices and a number of providers in the North West London area.

The providers in the ICP include:

**Hospital Trusts**
- Chelsea and Westminster Hospital Foundation Trust (Chelwest)
- Ealing Hospital
- Imperial College Healthcare (ICH)

**Community Trusts**
- Central London Community Healthcare (CLCH)
- Hounslow and Richmond Community Healthcare (HRCH)

**Mental Health Trusts**
- Central and North West London Foundation Trust (CNWL – Community)
- Ealing and Harrow Community Services (EHCS)

**Social Care Services**
- The Royal Borough of Kensington & Chelsea (K&C)
- Hammersmith & Fulham (H&F)
- London Borough of Hounslow
- City of Westminster
- Ealing
- Central and North West London Foundation Trust (CNWL)

**Charitable organisations**
- Age UK, London
- Diabetes UK

The aim is to make sure that you receive the right kind of care in the right place at the right time to keep you as well as possible.

“This new initiative is definitely much needed. At the moment all the information about patients like me is not available in one place where the different people who provide my care can easily access it.”

Kensington and Chelsea resident and Chelsea and Westminster Hospital NHS Foundation Trust patient Harry Monroe

More information
Visit our website for the latest information and updates at www.northwestlondon.nhs.uk
If you choose to participate in the ICP scheme, you can use the attached membership card or request a membership key ring. You should carry your membership card with you at all times to let medical staff know that you are a part of the ICP scheme. This will enable them to access your care plan. It will not contain any confidential information.

Becoming a member of the Integrated Care Pilot

ICP member card and / or member key ring

If you choose to participate in the pilot, your GP or nurse will discuss your care with you over the next year. Your “care plan” will be recorded electronically and can be accessed by other members of your group.

If you choose not to participate in the pilot, your GP will continue your care as appropriate.

Everyone benefits from the ICP

Patients have their care joined across the health care providers and know it has been developed by all the professionals providing their care.

Medical and social care workers are able to focus on delivering care rather than planning care in different places.

The local health service will benefit from less demand for hospital beds and less pressure on emergency services through more community/ GP support.

“I am the partner and carer of an elderly man with complex health needs. We are both so looking forward to having a team to care for him who know just what he needs and are able to provide it. Sharing health information with several professionals is a key part of joined-up care.”

Chiswick resident

Colin Stacey, Chief Executive Officer
Hounslow Voluntary Group Diabetes UK

“As a 71-year-old who lives in Hounslow and has had diabetes for over 40 years, it is good to know that an integrated health pilot scheme is to be set up.”

Chiswick resident

About the Pilot

The pilot brings together many of those responsible for planning and providing care into “multidisciplinary groups”.

Each group includes:
- GPs and practice nurses
- Mental health specialists
- Community nurses and therapists
- Social workers
- Hospital doctors

The group will:
- Review information about you and assess the care that you need
- Co-ordinate and plan a programme of care that is tailored to meet your needs
- Make sure you receive the services that are most appropriate for you

Your multidisciplinary group will monitor your progress and review your “care plan” to make sure it is delivering the care you need.
The Integrated Care Pilot is all about improving the quality of the experiences you have as a patient.

Our electronic system allows the care plan created by your GP or nurse to be shared with other medical and social care members. This system also brings together information from your GP surgery, hospitals, community services, mental health services and social care into one place so that all professionals involved in your care can access it.

This way, medical and social care staff can see what care you’re already receiving, identify gaps and improve their collaboration.

Information sharing between health and social care professionals is important to improving quality of care and your experience. To do this, we need your consent.

If you consent, your information will be shared with other people involved in your care, such as hospital doctors or district nurses. They will be able to see your care plan and some of your medical information in one place to help them look after you more effectively.

Health care professionals outside of your catchment area or multidisciplinary group will not be able to access your information.

You can ask to see a copy of your care plan at any time. You can also ask for a list of people who have looked at your care plan.

“I think it would be a good thing for everyone to know about my care. Dealing with different services can be frustrating.”

Westminster resident and Imperial College Healthcare NHS Trust diabetes patient Kevin Christianus