



The NHS aims to provide personalised care based on “what matters to you”. Care planning enables your wishes and individual care and support needs to be communicated digitally with your healthcare professionals across London.

For more information:

Website:
ucp.onelondon.online

Follow us on Twitter:
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Hosted by:
NHS
South West London
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 **ONE
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Urgent Care Plan UCP for London

Benefits of an Urgent Care plan

Having a care plan ensures that your wishes and preferences are always considered when healthcare professionals are caring for you or providing you with medical treatment.

Care planning values you as an expert in the planning and management of your own health and wellbeing.

A care plan is visible to all health and care services who are involved in your care and will reflect what is important to you.



How to create an Urgent Care Plan?

A care plan can be created following a conversation between you and your healthcare professional (such as a doctor or nurse).

Your healthcare professional will listen to you, understand your needs and make notes about:

- ✓ What is important to you in your day-to-day life
- ✓ Your preferences or wishes about your care, such as where you prefer to be cared for
- ✓ What support you need and who is best placed to provide this
- ✓ Information about others who may be involved in your care, such as relatives

Based on your conversation, your healthcare professional can document this information in the Urgent Care Plan.

Your care plan can be continuously updated throughout your life, depending on your needs and wishes.

Who will see my care plan?

Any healthcare professional that is involved in your care will be able to see your care plan, such as your nurse or doctor and urgent care services and update your care plan whenever necessary.

We ensure the information we hold is kept in secure locations and access is restricted to authorised staff only.

The NHS Digital Code of Practice on Confidential Information applies to all staff, and they are required to protect your information. All staff with access to Personal Data are trained to ensure information is always kept confidential.

