



Frequently Asked Questions – Care planning service provision from 1st April 2022

What will be different from 1st April 2022 until the Urgent Care Plan goes live?

The care planning system and support service, currently provided by CMC, will be exactly the same, with a few exceptions.

These exceptions are:

- The myCMC patient portal will not be available as of 1st April 2022. [Click here](#) for more information.
- The care planning application and service responsibility will transfer from The Royal Marsden NHS Foundation Trust (RM) to NHS South West London CCG.
- The care planning application and service will no longer be called 'Coordinate My Care' and CMC branding will be removed.
- With the support of CMC staff who have been offered the opportunity to transfer employment to NHS South West London CCG, the CMC Helpdesk will transfer to the UCP Helpdesk. Details for how to contact the UCP Helpdesk will follow.
- Clinical and system training for new staff wishing to use the platform will be provided by the UCP Programme.

What will the interim care planning system look like?

From 1st April 2022 until the Urgent Care Plan goes live, the care planning system will look and operate exactly the same as the CMC system operates. This means that the care plan template will be identical and the existing functionalities will remain in place.

How will we access the care planning system from 1st April 2022?

Existing log-in credentials, access routes and in-context links will remain in place.

How will new users be trained from 1st April 2022 until the Urgent Care Plan goes live?

The Urgent Care Plan Programme team (including previous CMC staff who will be transferring to South West London CCG from 1st April) will provide both clinical and system training. It is anticipated that this will be in a similar format to the existing CMC training.

Why is the Urgent Care Plan not going live on 1st April 2022?

There is a requirement for some 3rd party EPR systems to do developments to enable them to connect to the Urgent Care Plan.

Will we continue to receive the Commissioner Extract Workbook?

The data warehouse that is used to create the commissioner extract is hosted by RM. We are currently exploring alternative options to create the commissioner extract reports. However, if an alternative solution cannot be identified, the commissioner extract may not be available from 1st April until the Urgent Care Plan goes live.