

# Information for patients and their carers





## What is Coordinate My Care?

As a patient you may well have views about your future care: what you would like to happen, where you want to receive care, and even things you would like to avoid.

Coordinate My Care (CMC) is an NHS service hosted by The Royal Marsden that can help you record your views and wishes within an electronic personalised urgent care plan.

This will hold information both from you and about you together with information from your GP and the doctors and nurses at The Royal Marsden about how best to care medically for you if you are unwell.

This care plan can then be seen by doctors, nurses, people providing you with social care and emergency services to help them understand the choices you have made about your care. Emergency services include the ambulance service, the NHS 111 telephone service and the out-of-hours service. This means that your care plan and wishes will be known to the emergency services, should you need to call them for help, day or night.

## Do you need my permission?

Yes. You will only have a CMC care plan once you have given your consent. If a person has lost the ability to make their own choices, a decision can be made in their best interest by a doctor or nurse – after discussions with the person’s family and carers. CMC care plans can also be created for children and young people after appropriate discussions with them and their families, and they or a parent or legal guardian consents.

## Who will see my CMC urgent care plan?

Only health and social care professionals, limited administrative staff, emergency services, and out-of-hours health services can see details of your CMC care plan, either within our secure CMC system or their own secure IT system.

Please let your carers and family know you have a CMC care plan, so that they feel informed, and can give useful information about you and your CMC care plan to anyone asked to give you care.

Sometimes information from CMC care plans may be used for research or to improve services. When we do this we will either take out details that can identify you first, or if that is not possible, ask your permission to use it. Any such research will have been properly approved by the relevant NHS research ethics committee. Your information will not be sold or used for marketing purposes.

## **What are the benefits of taking part in CMC?**

CMC supports you to make decisions about the kind of care you want and where you want to have it. It then makes sure that people caring for you know about your preferences and can be guided by them when they make clinical decisions about how to best meet your health and care needs.

## **How can I see the information in my CMC record?**

When your CMC care plan is created, you will be offered a paper copy, and you can ask for a copy again at any time. You can also go online to view your CMC care plan. Your clinician must enroll you first and activate this 'view' function; following this, you can then set up a CMC log-in.

## **What happens if I want to take part in CMC?**

1. Your doctor or nurse will talk with you about your condition and your future care. They will explain about CMC and ask if you want a CMC care plan.
2. If you say yes, you can go online to *www.myCMC.online* and complete a questionnaire called myCMC. Questions will include your wishes and preferences, where and how you like to be cared for, your spiritual and cultural needs and who to contact in an emergency.
3. When you create your plan, don't forget to put the details in the *Contacts* section of your key worker at the Marsden. This way we will be able to see your plan and update it.
4. When you have completed the plan you can submit it. Once you have submitted your plan, your GP or key worker will complete it. They will add details such as your diagnosis,

your medications and what to do in an emergency. They will then approve your plan.

5. When your plan is approved it becomes a Coordinate My Care Plan (CMC care plan) that will automatically alert your care professionals including the ambulance service, the NHS 111 telephone service and your out-of-hours GP service, telling them you have a CMC care plan. This way, if you call for help, you will not be a stranger to the urgent care services, they will know your diagnosis, what treatment plans we have made for you and how you wish to be cared for. Everyone will be in the loop and your health care in the hospital and in the community will all be coordinated.

## **What are the possible disadvantages of taking part in CMC?**

You may find you are not ready to answer some of the questions in the MyCMC questionnaire. If so, you do not need to answer them, or you can have a discussion with your family and go back to that question when you feel ready.

## **What happens if I do not want to take part in CMC?**

A CMC care plan will never be created for you without your permission. Whatever you decide, you can change your mind at any time by telling one of your care professionals.

Once you have joined, if you want to leave the CMC service, your care plan will be closed down but not deleted. This means that it will no longer be seen by all the doctors, nurses, paramedics and social workers who care for you. In the unlikely event of an enquiry regarding your care, senior members of the CMC staff may have to access your closed care plan. Whenever possible this will be done with your permission.

It is important for CMC to know why people choose to close their care plan. To do this we need to audit the closed care plans, and your information may be used for such a purpose. If your CMC care plan is included in an audit, your name and identity will be removed first.

No matter what you decide, everyone will still give you the best care possible with the information they have.

## How do I update my plan?

Your care professionals will discuss your care with you regularly and update your CMC care plan if anything changes. If you change address or GP, or if you want your CMC care plan changed, let your GP or nurse know and they will make the necessary changes.

## For your care/healthcare team

Your GP and other healthcare professionals know you have a CMC care plan, but social care teams and others may not know, or may need to be reminded.

If you need to contact the NHS 111 telephone service, an out-of-hours GP or if an ambulance is called, please tell them that you have a CMC care plan and tell your family members too, so they can make sure anyone treating you knows about your CMC care plan.

## Contact us

If you have any questions about how CMC works, please contact Coordinate My Care:

Tel: 020 7811 8513 Mon – Fri, 9am – 5pm

Email: [coordinatemycare@nhs.net](mailto:coordinatemycare@nhs.net)

See our website [www.coordinatemycare.co.uk](http://www.coordinatemycare.co.uk)

**If you need medical or nursing care advice please contact your GP, district nurse or other care professional.**

Created by NHS clinicians  
for NHS patients

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Radiotherapy and  
Chemotherapy Services  
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## For you to share with your carer/healthcare team

Your GP and other healthcare professionals know you have a CMC care plan, but social care teams and others may not know, or may need to be reminded.

As a reminder to your carer or other healthcare providers, we recommend you complete the information on this short form and put it with your medical notes.

If you need to contact NHS 111 telephone service, an out of hours GP or if an ambulance is called, please remember to tell them that you have a CMC care plan and tell your family members too that they can make sure anyone treating you knows about your CMC care plan.



First name

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Surname

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Date of birth

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NHS number

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## Coordinate My Care

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