

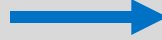
2. INTEGRATED CARE

How did we seek your help?

- Presentations to Patients' Forum and Locality PPGs
- 'Big Changes' roadshow at shopping centres and voluntary sector groups (1300 people)
- The 'Core Group' (delivery group) has a patient representative as a permanent member

YOU TOLD US...

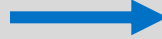
Everyone works to a single care plan developed with the patient & carer(s).



There will be someone who looks after the whole needs of the individual.



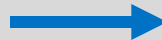
Access to practical support e.g. managing finances.



Self-care and self-management are fundamental components.



I want to tell my story once- join up information systems.



WE...

Developed a single care plan as part of the primary care led Unplanned Admissions service.

Are developing the role of Care Co-ordinators as part of the Extended Integrated Neighbourhood Team (EINT).

Are improving access to voluntary and community sector support through new liaison role in primary care.

Including patient involvement in the development of self-management approaches (Supporting Independence Working Group).

Implementing the joint development of the Medical Interoperability Gateway (MIG) which enables patient information to be shared across agencies.

Related Reports and Information:

Appendix 2.1: What does good quality joined up care mean to you

Appendix 2.2: [Integrated Care Strategy](#)