



Mary's story: A patient's view



"My name is Mary. You might not know it to look at me, but I have kidney cancer.

I was first diagnosed in 1998, and since then the cancer has spread. I've had surgery, and lots of radiotherapy and chemotherapy. And I'm now on immunotherapy.

One night recently I was in excruciating pain. I didn't know what to do, so I called 999 and the ambulance took me to A&E. But, because I don't look ill, no one really believes I am. When I finally saw a doctor, I was in so much distress, I couldn't explain my condition and the painkillers I take. It was a horrible experience.

But now I have an urgent care plan. It tells doctors and nurses about my cancer, my medications and how to treat me if there are problems. It also explains the medicines I have in the house, and where I keep them. Most important, it records my wishes, and how I would like to be cared for, and where.

Now I have the plan, I feel so much happier. Because I've got some control over things. I will probably need urgent care in the middle of the night again - that's how cancer goes. But, this time, everyone will know what to do with me.

They'll know exactly what I have, and how it's being treated. I won't have to explain it all and repeat myself to different people. I'll get the right painkillers, at the right time. And I'll be in my own home, instead of sitting in pain, in A&E. I'll get the care I need, the way I want it.

Sitting here, feeling strong today, I can't tell you how reassuring that is."

Your care: your way

Coordinate My Care (CMC) puts you at the heart of planning your urgent medical care. It makes sure that your wishes are taken into account by everyone who will be looking after you.

You create the CMC urgent care plan, together with your doctor. It includes important information about your illness, how and where you'd like to be cared for and people to contact in an emergency.

Then we share the information online with all the health professionals who might be involved in treating you. From paramedics to hospital doctors, from emergency services to specialist nurses.

So everyone knows what you need, everyone knows what you want and, in an emergency, everyone can take it all into account.

You can't choose when you get ill. But, with a CMC urgent care plan, you can choose how you're looked after.

At a stressful time for you and your loved ones, that's real peace of mind.

How do I create my care plan?

Your CMC urgent care plan needs to be created with your doctor or nurse. So the first thing to do is to make an appointment to discuss your choices.

Ask for a "Coordinate My Care" appointment. It might take longer than a standard appointment would take, so please discuss this with reception when you book. You are welcome to bring a friend or family member with you.

After the appointment, there are things you might want to think about before completing your urgent care plan and that's fine. You can always come back to finalise things (you can also change the plan later, if you want to).

Once your urgent 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 it once your clinician has activated the 'view' function and you have set up a CMC log-in.

What do I do next?

Currently the CMC service is for patients who live in London Boroughs. Please contact your **GP Practice** or **Hospital Key Worker** to set up an appointment.



“With an urgent care plan, you'll get your care, your way.”

