



Frequently asked questions

How do I get a care plan?

If you would like to start a plan, speak to your health and care team (e.g. your GP, specialist doctor or nurse).

What kind of questions will I be asked?

Your health and care team will ask and make notes about things like:

- What is important to you in your day-to-day life
- What support you need and who is best placed to provide this
- What are your likes and dislikes
- What treatment you want/don't want, and where you would like to receive treatment

If you find it difficult to answer these questions, your health and care team can work together with you and your family to complete the care plan.

Is my care plan information safe and secure?

The Universal Care Plan team ensures your personal information is kept securely, and access is limited to you and authorised health and care staff only.

How can I access my care plan?

You can view your own care plan in the NHS App by going to your health > care plan > Universal Care Plan.

Who can see my care plan?

Only you and health or social care professionals involved in your care can view your plan.

Can I choose not to have a care plan?

Yes, you can. If you decide a care plan is not for you, then your health and care team will still work with you to ensure the best care possible.

The Universal Care Plan

London's Digital Personalised Care Plan



“What matters to me is just as important as what's the matter with me.”

Hosted by:

ucp.onelondon.nhs.uk/patients/

NHS
South West London

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What is a personalised care plan?

Your **personalised care plan** is a digital record all about you. It helps your health and care team understand what is most important to you.

This plan helps your team make sure your care matches your choices and wishes, where possible, to support you to keep doing the things you enjoy.

Your health and care team create this plan after having conversations with you (and your family, if you agree).

The plan includes things like:

-  **Who you are, and what matters to you.**
-  **Your health conditions.** Including any treatments you want (or don't want).
-  **Planning for the future.** Including what you would like if your health changes.
-  **What support you need** and who is best placed to provide this.

The information is put into a secure digital record used in London called the **Universal Care Plan**.

The **Universal Care Plan** can be viewed online by your health and care team in London, including emergency services.

Benefits of having a personalised care plan



Your voice, your choice. The information in the plan helps your voice to be heard, even in emergency situations when it may not be easy to speak for yourself. This helps your health and care team to understand your needs and provide care in line with your wishes.



The plan can change as your needs change. You can make sure your care reflects what matters to you. The plan is a tool that can be updated if your wishes change.



It's available to all your health and care teams in London. Everyone involved in your care has access to the same information, including the London Ambulance Service.

