



# How to Find and Submit 'in progress' Forms in the Universal Care Plan

## Introduction

The option to save information as '*in progress*' for six forms in Universal Care Plan (UCP) will be removed to prepare for editable access for Londoners.

**Your Action: Please review and submit any '*in progress*' forms before 14<sup>th</sup> April to avoid any information being removed.**

The six forms are:

- Personal Information
- Personal and Professional Contacts
- Communication and Accessibility
- What Matters to Them
- Thinking Ahead
- Daily Activities and Support Needs

## How to find and review 'in progress' forms

The image below shows how forms that have been saved as '*in progress*' appear within the UCP. Under the form name, a yellow box will display the '*in progress*' status.

**OL Universal Care Plan**  
 Last update: 6 Feb 2026, 14:59 · Sara Lewis  
 TRAINING [Details](#)

Actions ▾

- Communication and accessibility** In progress  
 Last update: 6 Feb 2026, 14:59 · Sara Lewis TRAINING
- What matters to them
- Thinking ahead
- Diagnoses and prognosis In progress  
 Last update: 24 Oct 2025, 10:43 · Sara Lewis TRAINING
- Symptom management plan
- CPR and treatment escalation decision
- Medications and allergies
- Daily activities and support needs
- Medical devices

Care plan history

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COMMUNICATION AND ACCESSIBILITY

LEWIS, Henry 15 Oct 2025 · 3m 22d · NHS No: 999 955 3753 ⚠ No information available ⚠ Patient alerts (1)

Communication aids

Glasses  Hearing aid

Apps on mobile device  Switches

My Communication Passport  Hearing Loop

Pen and paper or white board  Yes/No board

My personal communication book or device  Other

Please select the ways to make communication easier for the person.

Communication method

Give the person more time  Use short sentences

Use facial expressions  Makaton

Talk about one topic at a time  Signs and symbols

Use easy read  With the support of their carer

Lip Reading  Use a provided communication device

Other

Please select communication professionals that are required

Cancel
Save progress...
Submit

To review and submit the form, select the form name in the list of content to display the entered information. Once you have reviewed and updated the information as needed, select **submit** in the bottom right-hand corner of the form (you may need to scroll down).

## Web Portal Users

If you access the UCP via the web portal, you will see all forms you have saved *‘in progress’* on your dashboard when you first log in. You can select any item in this list to be taken directly to the form within the relevant care plan. You can [apply for UCP web portal access here](#).

MY DASHBOARD

Last Viewed Patients (10)

- DEMENTIA, Barbara (Mrs.)  
05-Apr-1945 - 80y 10m  
NHS No: 556 769 4415  
1 day ago
- LEWIS, Henry (Mr.)  
15-Oct-2025 - 3m 27d  
NHS No: 999 955 3753  
5 days ago
- MARSHALL, Alison (Miss)  
01-Oct-1991 - 34y 4m  
NHS No: 999 732 0921  
5 days ago
- BABY, Oliver (Mr.)  
06-Jan-2023 - 3y 1m  
NHS No: 999 628 4743  
26 days ago
- BCYP, Lucy  
05-Feb-2008 - 18y  
NHS No: 999 863 6108  
27 days ago
- ADAMU, Rachel (Ms.)  
09-Apr-1987 - 38y 10m  
NHS No: 999 563 5321  
1 month ago
- SMITH, Sylvia (Mrs.)  
25-Dec-1947 - 78y 1m

Forms in Progress (5)

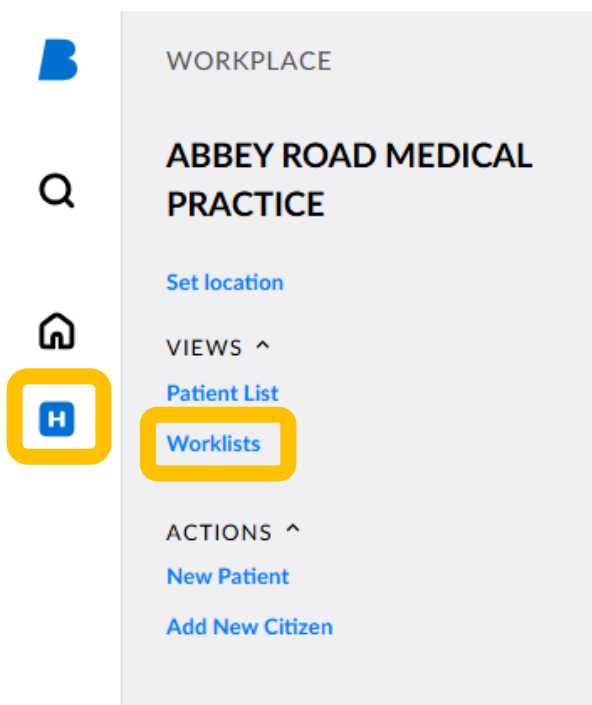
- Communication and accessibility** In progress  
6 Feb 2026 · Sara Lewis TRAINING  
LEWIS, Henry (Mr.)  
15 Oct 2025 · 3m 27d  
NHS No: 999 955 3753
- Diagnoses and prognosis In progress  
24 Oct 2025 · Sara Lewis TRAINING  
LEWIS, Henry (Mr.)  
15 Oct 2025 · 3m 27d  
NHS No: 999 955 3753
- Daily activities and support needs In progress  
23 Jan 2025 · Sara Lewis TRAINING  
SMITH, Sylvia (Mrs.)  
25 Dec 1947 · 78y 1m  
NHS No: 999 609 5428
- Diagnoses and prognosis In progress  
23 Jan 2025 · Sara Lewis TRAINING  
SMITH, Sylvia (Mrs.)  
25 Dec 1947 · 78y 1m  
NHS No: 999 609 5428
- Thinking ahead In progress  
23 Jan 2025 · Sara Lewis TRAINING  
SMITH, Sylvia (Mrs.)  
25 Dec 1947 · 78y 1m

My Patients (8)

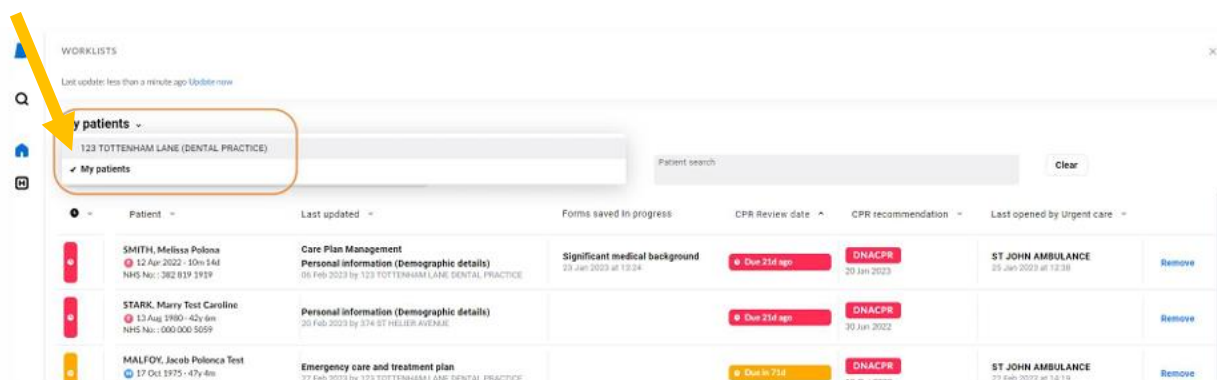
- ADAMU, Rachel (Ms.)  
09-Apr-1987 - 38y 10m  
NHS No: 999 563 5321
- JONES, Frank (Mr.)  
11-May-1943 - 82y 9m  
NHS No: 999 370 4210
- LEWIS, Elizabeth (Ms.)  
03-Jun-1949 - 56y 8m  
NHS No: 480 336 7930
- LEWIS, Henry (Mr.)  
15-Oct-2025 - 3m 27d  
NHS No: 999 955 3753
- MARSHALL, Alison (Miss)  
01-Oct-1991 - 34y 4m  
NHS No: 999 732 0921
- SMITH, Sylvia (Mrs.)  
25-Dec-1947 - 78y 1m  
NHS No: 999 609 5428
- THOMPSON, Harold (Mr.)  
11-Dec-1945 - 80y 2m  
NHS No: 999 444 3593
- WESTBURY, Michael (Mr.)  
03-Sep-1997 - 28y 5m  
NHS No: 999 476 1200

Web portal users can also view which care plans contain *'in progress'* forms using the **Worklists feature**.

To find the Worklists feature in the Web Portal click the 'H' Icon and then select 'Worklists':



If you are a GP practice, select your organisation's name from the drop-down list at the top of the worklists page and a list of your registered residents with a UCP will automatically appear. **Note:** the first time you load Worklists it may take up to 15 minutes to populate. Each subsequent use should load more quickly.



For non-GP Practice organisations you have to manually add UCPs to your organisation's worklist. The steps to do this can be found in our full guidance for using Worklists [here](#).

Next select the “Forms in progress” filter underneath your organisation’s name. All the UCPs for residents registered to your practice, or assigned to your organisation, with “in progress” forms will now display on the worklist:

The screenshot shows a web interface for patient worklists. At the top left, there is a navigation bar with "User home" and "WORKLISTS". On the right, it says "Last update: 3 minutes ago" with a link to "Update now". Below this is a section titled "My patients" with a dropdown arrow and a sub-header "2 patients on the list (2 with UCP)".

There are two yellow circles highlighting specific elements: one around the "Filters" dropdown menu which is set to "Forms in progress", and another around the "Forms saved In progress" column header and its corresponding data for two patients.

Patient	Last updated	Forms saved In progress	CPR recommendation	CPR Review date	Last opened by Urgent care
<b>SMITH, Sylvia (Mrs.)</b> 25 Dec 1947 - 78y 1m NHS No: 999 609 5428	<b>Personal and professional contacts Alerts</b> 04 Jun 2025 by MILLWAY MEDICAL PRACTICE	<b>Thinking ahead</b> 23 Jan 2025 at 12:38 <b>Diagnoses and prognosis</b> 23 Jan 2025 at 12:40 <b>Daily activities and su...</b> 23 Jan 2025 at 12:44 <b>Symptom management plan</b> 28 Oct 2025 at 15:24	<b>DNACPR</b> 10 Apr 2025	<b>Due 4m ago</b>	<a href="#">Remove</a>
<b>LEWIS, Henry (Mr.)</b> 15 Oct 2025 - 3m 27d NHS No: 999 955 3753	<b>Care Plan Management</b> 25 Nov 2025 by ST GEORGES UNIVERSITY HOSPITALS...	<b>Diagnoses and prognosis</b> 24 Oct 2025 at 10:45 <b>Communication and acces...</b> 06 Feb 2026 at 14:59			<a href="#">Remove</a>

Note: you cannot export the worklist data from the UCP web portal.