



## Universal Care Plan – Patient terms of use.

### About your Universal Care Plan

Your Universal Care Plan is a shared record used by health and care professionals to support your care. It may include important information about your health, preferences, and care needs.

You can now view and add information to parts of your care plan using your NHS login via the NHS App or web browser.

For further information please do visit our website: [Home | Universal Care Plan](#)

### Using your Universal Care Plan

You can use this feature to:

- View information entered by your health and care professionals.
- Start a care plan if you do not have one and would like one
- Share what matters to you with your care team by, adding information about your preferences, needs, and personal circumstances. The table below explains which sections of the plan you can update.
- Help keep your care plan up to date by updating the sections in the table below

Please make sure the information you enter is accurate and relevant to what that part of the care plan is asking.

Section title	Can you edit this part of the care plan?
About you	Editable
People involved in your care	Partially editable
Wishes and preferences	Editable
Day to day life and support needs	Partially editable
Symptom management plan	Unable to edit
Medication information and history	Unable to edit
Emergency care and treatment	Unable to edit

### Important information about editing your care plan

- Not all parts of your care plan can be edited
- Some sections are completed by health and care professionals only



- Some sections may appear greyed out or marked as “read-only” to clearly show you that part of the care plan is not editable.
- Information entered into the ‘About you’ section is related to your personal preferences only and does not change demographic information held centrally.

If you think something in a non-editable section is incorrect or wish to update your centrally held demographic information e.g. address, please contact your GP practice.

### **How information you enter is monitored**

Information you add to your care plan:

- Is not continuously monitored by health and care professionals
- May not be seen immediately

### **Do not use this feature for urgent or emergency information.**

If you need urgent help:

- Contact your GP practice, NHS 111, or
- Call **999** in an emergency

### **How your information is used**

- Information you add becomes part of your Universal Care Plan record
- It may be seen and used by professionals involved in your care
- It will help them make decisions about your treatment and support

For more information, please view our privacy notice:

<https://ucp.onelondon.online/patients/terms-of-use-2/>

### **Entering the right information**

To help you communicate your needs in the best way:

- Only enter information that relates to the specific section you are completing
- Do not use free text fields to report urgent symptoms or request immediate care. At present, your care team do not receive a notification informing them that you have started or updated your plan.
- Avoid entering information about other people unless it is directly relevant to your care. E.g. carer contingency plan or a personal contact who is helping care for you



Providing unclear or inappropriate information could affect the care you receive. Health and care professionals reserve the right to manage your access and, in certain circumstances, may decide to suspend your ability to add and edit information, if the information is not entered in an appropriate way.

If you need any help to complete your Universal Care Plan, speak to a health or care professional involved in your care who can support you.

### **Working together on your care plan**

Your care plan works best when it is created and maintained together with the health and care team looking after you. This way you can:

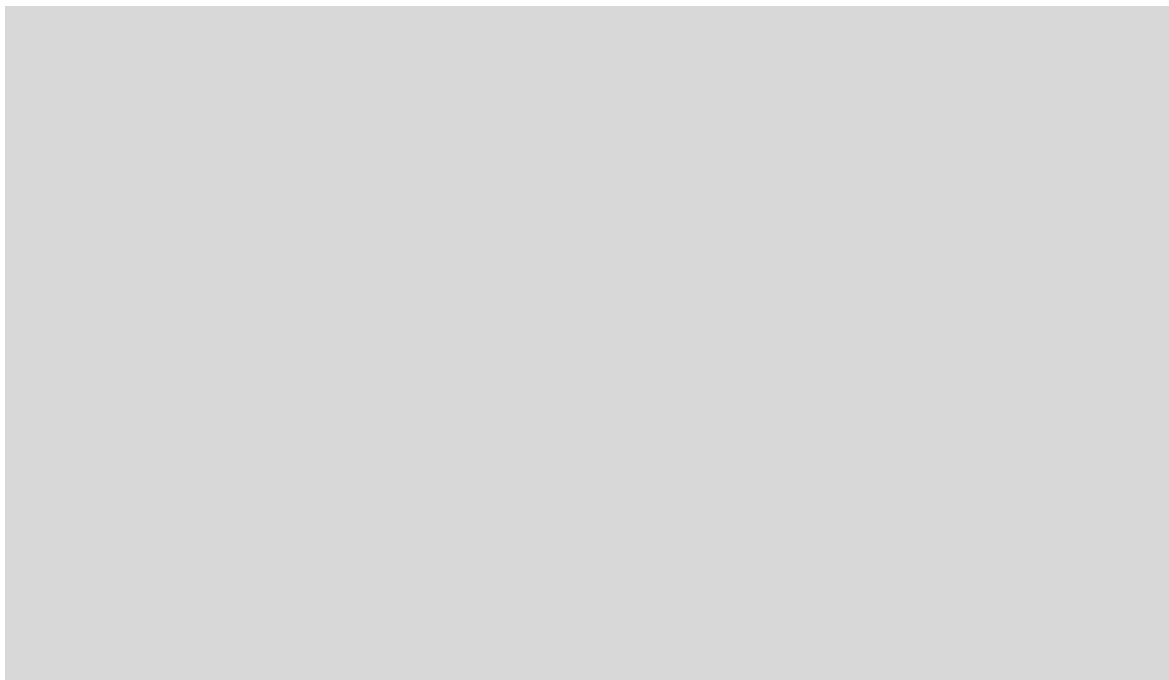
- Ask questions and gain further understanding on anything you aren't sure about
- Understand that health and care professionals are responsible for clinical decisions and medical information

### **Need help?**

If you:

- Are unsure where to find the Universal Care Plan via your NHS login
- Are unsure what to enter and how

Please view our walk-through video and guide here: [Using the Universal Care Plan in the NHS App - Walkthrough Video | Videos & Movies on Vimeo](#)





Or please contact: <https://www.nhs.uk/nhs-app/help/>

If you

- Want to update clinical information
- Have questions about your care plan

Please contact your GP practice or a member of your care team.

### **Feedback**

If you would like to share feedback about the Universal Care Plan or be part of our community of people with lived experience that support the shaping of the Universal Care Plan, please contact us at: [ucp.programme@swlondon.nhs.uk](mailto:ucp.programme@swlondon.nhs.uk).

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