

The award-winning My Care Co-ordination Team

Making the difference when it matters the most
for palliative care patients in the community

The My Care Co-ordination Team service

- We work to keep patients in their preferred place of care by ensuring they have the emotional and practical support they require.
- We provide a **24-hour advice and support line** for patients, families and health professionals.
- We work in collaboration with local hospitals, paramedics, community nursing services and GPs.
- We ensure all involved health and care services have the most up-to-date information on a patient.
- We act as a central information hub for health professionals, holding the health care records for all consented patients on our database.



"I have found the My Care service very helpful with prompt, informed advice. I recently attended a call to a palliative care patient who was complaining of increased pain. As a paramedic I was aware I could give the anticipatory drugs he had been prescribed but I hadn't been in the situation before so wasn't confident about method and dose. So I called the My Care line. The phone was answered promptly and a helpful informed lady guided me. The son also now knew he could call My Care directly for support and information if required".

Paramedic, East of England Ambulance Service (EEAST)

"Thank you all for the wonderful care you gave my grandma in her final weeks. You ensured we could keep her at home and kept her comfortable. You also gave us the support as a family that we needed. I can't thank you all enough for everything you did."

Family of My Care patient

I am writing to let you know how pleased we are with your above service. I have received many verbal compliments from patients and families telling me how caring, supportive and respectful the Palliative Care Support Workers are. How they go above and beyond to enable patients to stay at home.

Macmillan Nurse, Palliative Care Team

Last year (April 2017-March 2018),
My Care Co-ordination
Team cared for **1,144** patients.

584 of these patients were new to the Team.

We made **1,408** visits to patients outside of normal hours.

There were **4,371** calls for support to the my care advice line.

446 attendances at hospital were avoided.

