



NHS

Trafford

Clinical Commissioning Group

The Trafford Care Co-ordination Centre

This guide tells you about the new Trafford Care Co-ordination Centre (TCCC). If you live in Trafford, the centre will help make it easier for you to access the health and social care services you need.



A GUIDE FOR PATIENTS AND THEIR CARERS

KEEP THIS HANDY

WHAT IS THE TRAFFORD CARE CO-ORDINATION CENTRE?

The centre is your single point of contact for health and social care services in Trafford. The Trafford Care Co-ordination Centre (TCCC) has been designed to deliver significant improvement in the way you, members of your family, or carers, experience health and social care services.



HOW WILL PERSONAL INFORMATION ABOUT ME BE SHARED?

Some of your personal medical history and information currently held at your GP practice will be made available and exchanged with other related organisations involved in looking after you, such as: local hospitals, including The Christie, Trafford Council's social services, and the out-of-hours GP service.

We will create a single shared record of your health and social care for all patients in Trafford. This is so that clinical and social care professionals, directly involved in your treatment and on-going care, will be able to access the most-up-to-date information about you. Sharing relevant details in this way will enable TCCC to provide the best and most appropriate care and support for you and your family.

HOW DOES IT WORK?

- Any referral made by your GP, means your care will be handled in the most appropriate way, and without delays, guaranteeing you receive a service that's best-suited to your needs.
- TCCC is about a new way of co-ordinating your care. Your doctor may recommend you use this service if you are someone with a complex health condition. You may also have related social care requirements.
- When you are registered with TCCC, a care co-ordinator will be assigned to look after you.

- Your co-ordinator will help organise outpatient and test appointments for you, making sure these happen in the most sensible and convenient way. They'll also remind you about appointment slots so you don't miss any of them.
- If you qualify for Patient Transport Services to and from your appointments, your co-ordinator will arrange this for you.
- If you need to spend time in hospital, before you are discharged, TCCC's care co-ordinators will work to put the right community and social support facilities in place. They will organise any equipment, care package, physiotherapy or other rehabilitation you need once you're back at home, and will check that your records are updated.

To make all this possible, we create a single record of your personal, medical needs so we can share your details, as necessary, with other health and social care professionals. Further information appears on the back of this leaflet.

WORKING WITH THOSE AROUND YOU

Your care co-ordinator can check appointment times are convenient for you as well as your family.

If a member of your family who provides a lot of care for you is seen by the out-of-hours GP service, the accident and emergency department, or he/she needs to go into hospital, the centre will tell health and social care services, so they will quickly make sure you get additional professional care while your family carer is unavailable.

If you have someone at home who depends on you, your care co-ordinator may be able to arrange social care support for them while you're at an appointment, or if you have to go into hospital.





We have a continuing duty of care under the NHS Constitution to protect and keep your personal details confidential and secure.

If you wish to understand more about how we share and keep your personal details secure then please discuss this with your GP or contact the TCCC on the number at the bottom of the page.

I DO NOT WANT MY INFORMATION TO BE SHARED – HOW CAN I OPT OUT?

We do understand, however, that some individuals may choose not to make their details available for sharing in this way.

If you prefer to opt out of your medical and social care information being shared, then please get in touch with us using the contact details below, or inform your GP practice.

HOW DO I CONTACT THE TRAFFORD CARE CO-ORDINATION CENTRE?

If you need more support, or want to find out more about the services you can access, you can contact the TCCC directly on 0161 976 2555. 7 days a week, 8am-8pm.

Trafford Care Co-ordination Centre, Ground Floor,
Crossgate House, Cross Street, Sale M33 7FT

If you would like to receive this leaflet in another language or format such as audio, large print or braille, please contact the TCCC on the telephone number above.

October 2015 – information correct at the time of print.



www.traffordccg.nhs.uk