

What will happen next?

Once your GP has recommended the service to you, you will be invited to an initial assessment that will give the Extensive Care Service the opportunity to get to know you in order to work with you on creating an individualised care plan that will clearly set out how the service will benefit you. This care plan will be created in full agreement with you.

Your first contact will be a phone call from your Wellbeing Support Worker, a non-clinical member of the team who will be your main point of contact in the service. They will introduce you to the service and also answer any questions you may have. If you are happy to, they will then come and visit you to get to know you. They will also arrange with you to come into the clinic to meet the rest of the team and have an assessment that will allow the team to produce an individualised care plan for you.

If you are happy with your care plan then you will be welcomed into the service and a clear plan will be put into place to support you to manage your conditions.

Where will I be treated?

The service will be based initially at two sites. One at Lytham Primary Care Centre and one at Moor Park Health and Leisure Centre. You will be based in the service closest to your current GP Practice. The majority of your care will be done there or in your home if appropriate.

Useful contact details

Extensive Care Service telephone number
01253 951400

Hospital Switchboard: **01253 300000**

Patient Relations Department

The Patient Relations Department offer impartial advice and deal with any concerns or complaints the Trust receives. You can contact them via:

Tel: **01253 955589**

email: patient.relations@bfwh.nhs.uk

You can also write to us at:

Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR

Further information is available on our website:
www.bfwh.nhs.uk

References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:
Policy Co-ordinator/Archivist 01253 953397

ExtensiveCare
your care, our priority

A Guide to the Extensive Care Service

for Patients, Families & Carers



Options available

If you'd like a large print, audio, Braille or a translated version of this leaflet then please call:

01253 955588

Our Four Values:

People Centred

Positive

Compassion

Excellence

What is Extensive Care?

The Extensive Care Service is a different way of delivering your care. It is based around your individual health and social needs and provides one dedicated team of professionals who will come together to work jointly with you to provide you with the best possible individual care package.

Why me?

This service is designed to benefit people like you who are aged 60 or over and have two or more of the following long-term conditions:

- Heart problems like coronary artery disease, atrial fibrillation and congestive heart failure.
- Respiratory problems, like COPD or bronchitis.
- Diabetes.
- Dementia.

How will I benefit?

- Care is centred around providing you with a single point of contact with one team looking after your needs and providing you with more joined up care rather than a variety of different services looking at each of your conditions separately.
- We will develop a complete package of care for you, led by expert healthcare professionals, including an Extensivist Doctor, Advanced Practitioner and Clinical Care Co-ordinator.
- We will keep in regular contact with you so that we can provide earlier intervention and support to prevent the need for you attending hospital.
- We will provide you with access to health and care services in a safe, effective and appropriate manner outside of the traditional hospital setting. This will reduce the number of appointments and travelling to different sites you currently have to do.
- We will provide better support and empower you to achieve the highest possible level of independence, health and well-being through goal setting and signposting to other services that would be of benefit to you.

What about my GP?

You will still be registered with your GP but the majority of your care will be carried out by the Extensive Care Service instead - just like when you are admitted to hospital and the hospital becomes responsible for all of your care whilst you are there.

If your conditions improve, you achieve the goals set out in your agreed care plan or if the service can no longer benefit you then your care will be transferred back to your GP.

Do I have a choice?

If your GP feels you could benefit from this service they will ask you if you would like to be assessed by the Extensive Care Service. This is entirely your choice. If you change your mind at any point whilst in the service your care will be transferred back to your GP who will be able to use the care plan that has been developed by you and the team.