

## How will I benefit?

The team will spend time getting to know you and helping you to manage your health conditions. They will make sure you are getting all the support you need and that you fully understand your conditions and how best to treat them.

We will keep in regular contact with you so we can provide prompt support to try and prevent the need for you to go to hospital.

We will provide better support and give you the power to achieve the highest possible level of independence, health and wellbeing.

If appropriate we will refer you to other services within the neighbourhood care teams to provide ongoing support to you on discharge from the Extensive Care Service if appropriate.

If you would like a copy of this leaflet in an alternative format or language please contact us on the details below:

**Telephone:** 01253 951400

**Email:**

**[extensivecare.service@nhs.net](mailto:extensivecare.service@nhs.net)**



Placing you  
at the heart of  
everything we do on  
the Fylde Coast

**your care**  
our priority

**your care**  
our priority

**Extensive Care**

A guide for patients,  
families and carers



## What is 'extensive care'?

We are an NHS community-based service which supports people to live well alongside their existing long-term conditions. Long-term conditions are described as health problems which need managing over many years. They are not curable but can be managed well with medication and lifestyle choices.

The Extensive Care Service consists of a multi-disciplinary team of health professionals, including doctors, nurses and pharmacists. The service has close links with other community services, including your GP, as well as hospital based services.

As well as providing health support, we are also keen to support your wellbeing. If you have identified wellbeing needs, we can refer you onto and work alongside the health and wellbeing support workers within the existing community teams.

We work alongside other healthcare professionals to ensure you are fully informed about your health condition and help you identify and achieve set goals.

## Why me?

This service has been developed for people aged 18 years and over who have at least one long term health condition. These may include diabetes, a heart or lung condition, or a variety of other chronic health conditions.

Your GP or existing community team may refer you to our service if they feel you could benefit from extra support to manage your long-term condition.

You may also be referred following an A&E attendance, hospital admission or if you have needed out-of-hours care, including via the ambulance service.

## What about my GP?

You will remain registered with your GP and will be able to access your GP in the usual way for your health care needs. However, the Extensive Care Team can support you when you become unwell due to your long term condition and create a plan of care to manage those conditions better.

## Do I have to join the service?

No, joining the service is completely voluntary and your consent will be obtained before you are referred to us.

## What will happen next?

An appointment will be made for you to meet a senior clinical member of the team for an initial assessment. The appointment will include a non-invasive examination as well as information gathering about how you currently feel and live. The appointment will take up 90 mins. This will give us the opportunity to get to know you better and discuss how the service may benefit you. If it is agreed that we have something to offer you, together we will create a plan of care. This plan of care will be shared with you and your GP so they remain up-to-date with your progress.

## Where will I be treated?

The service covers the whole Fylde Coast with clinics taking place in a wide variety of community settings. After your initial assessment you will be supported by the team closest to your home, which you will be able to contact if you require support.

## How long will I be with the service?

The team will create a plan of care in conjunction with you and set health goals that are important to you in managing your long term condition. The length of time to achieve these goals will be personalised to you. However, the support from the Extensive Care Team will usually last no more than 12 weeks.

## What do other patients say?

Lots of other people like you have already been referred to the service. Here is what some of them have said about their experience of care they received:

- "Would certainly recommend to other people like me. I feel more confident in myself. I'm living life like I used to."
- "My health and wellbeing have improved massively. I can only thank everyone for their help and support."
- "Thanks for your help for me and my husband. Marvellous."
- "You have been really helpful, thank you for everything you have done for me. I really appreciate the support and the confidence you have given me."

