



# Universal Care Plan NHS App integration Resource Pack

*January 2024*





In partnership with OneLondon  
Hosted by NHS South West London





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# Letter



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**Sent via email:**

**To:**

General Practice Managers  
General Practitioners

9<sup>th</sup> January 2024

Dear Colleagues

## The Universal Care Plan is going to be on the NHS App

We are pleased to inform you that the [Universal Care Plan](#) (UCP) will be released on the NHS App for all patients.

This will allow patients to view their personalised care plans on the platform. **There is no mandatory action required.**

The UCP has already been soft launched on the NHS App for patients across a select group of practices to test usage, navigation and flow. We are now in a position to release the UCP in the NHS App more widely.

The UCP will be available via the NHS App from the 23 January 2024.

We take this opportunity to remind you that patients will be able to view their UCP and therefore will have sight of their DNACPR decisions from six months **after** this launch. We encourage you to use this time to ensure decisions are current and all parties involved are aware of any decisions stated on their UCP.

This resource pack will help to support you and your colleagues with this exciting development. Within it you'll find a patient flyer, a local newsletter bulletin, suggested text



message alert and a frequently asked questions (FAQ) document. If you have any further questions, please do not hesitate to contact the UCP team directly.

Integrating the UCP with the NHS App will enable people to have viewable access to their personalised Care Plan, thus increasing visibility and transparency between clinicians, patients and carers.

*"Having viewable access to my Universal Care Plan gives me and my family the reassurance that my wishes and preferences for my care are communicated exactly how I want them to be to those looking after me in an emergency."* Londoner with a Universal Care Plan.

Please share this information with your associated palliative care services within your areas to make them aware.

Yours sincerely,

**Nick Tigere**  
UCP Head of Programme

**Katherine Buxton**  
UCP Clinical Lead



# Patient flyer



## Universal Care Plan

### Did you know?

You can now view your Universal Care Plan via the NHS app.

Tap 'Your health' from inside the app to see your Universal Care Plan.

**NHS**  
App

### NO CARE PLAN?

If you don't have a Universal Care Plan or would like additional support, please speak with your GP.

For additional support or to discuss the Universal Care Plan further



Speak to your healthcare professional



Or visit the UCP website  
[ucp.onelondon.online](http://ucp.onelondon.online)

Need help with the NHS App?  
Scan the QR code



# Frequently Asked Questions



## What is the Universal Care Plan (UCP) and who may benefit?

The UCP supports coordinated care planning across services and organisational boundaries in London. For more information please see: Universal Care Plan – NHS South West London

## Why is my general practice being contacted?

Your practice is being contacted to inform you and your colleagues about the UCP and NHS App integration. You do not need to do anything. If a patient has a UCP, they will be able to view it via the NHS App.

## What do we need to do?

1. Print and display the posters provided on patient notice boards and via your standard information sharing practices.
2. Encourage patients who have a UCP to access their plan via the NHS App.
3. Add our suggested news bulletins and text message alert into your staff and patient distribution lists.

## How do patients access the UCP via the NHS app?

Patients from your practice will fall into one of the following categories:

1. The patient does not have a UCP
2. The patient has a UCP only
3. The patient has a UCP and a 'Patient Knows Best' (PKB) care plan

Access to the UCP on the NHS app is via **Your Health > Care Plans > Your Universal Care Plan**. The NHS App will display the UCP as follows:

1. Patients may be informed that they do not have a UCP. They will not be advised how to create one on the NHS App. Instead, they will be provided with our UCP helpline number and email address.
2. Those with a UCP will be informed that the plan has been created in partnership with their healthcare professionals.
3. Those with both a UCP and personalised Health Record available via PKB will be offered a route to view their PKB record and their UCP in separate sections.

# Frequently Asked Questions



## **Will patients be able to see all information that is recorded in the UCP via the NHS App or NHS web browser?**

No.

For the first six months, patients will not be able to see sections of the care plan related to CPR recommendations. This will give your practice time to ensure all patients with a UCP are aware of the recommendations for CPR status in accordance with their wishes. After six months, patients will have access to their CPR information via the app.

Diagnosis and prognosis are only resurfaced through the NHS app if the clinician completing the UCP has explicitly ticked 'yes' to 'Is the patient aware of their diagnosis or/and prognosis'. If these sections are not completed or the clinician has put no or don't know, this information will not be resurfaced in the patient facing NHS app.

## **Do I need to action anything as a healthcare clinician?**

No.

You do not need to action anything, but if you do create a UCP in collaboration with a patient, please highlight that they can view their care plan through the NHS App or web browser.

## **What do I do if a patient contacts me about their information having changed or being incorrect?**

As per the process of creating a care plan. This starts with a conversation about their wishes and preferences. The same applies to incorrect, missing or changed information. If a patient approaches you to tell you that their situation has changed or the information in the plan is incorrect, please arrange a time with your patient to go through this to ensure you are delivering truly personalised and holistic care.

## **What do I do if a patient informs me that they are unaware of their CPR status?**

If a patient is unaware of their CPR status or the CPR status on their care plan is different to what they expected, please ensure that your local policies and procedures have been followed and you review your patient's CPR status in line with their wishes and preferences.

# Frequently Asked Questions



## What do I do if a patient contacts me about creating a care plan?

Any Londoner can have a UCP.

The UCP is currently aimed at palliative and end of life care planning however we have been commissioned to broaden the scope of the care planning platform. Please continue to follow your usual onboarding process onto the UCP.

## Can a patient start a care plan on their own from the NHS App?

No.

At this stage patients will have view only access via the NHS App. In the future we are planning for patients to have editable access to the UCP in the NHS App once one has been created. We are working through this and hope that editable access will enable partnership working between patients and their healthcare providers.

## What happens if a patient contacts me to tell me that they can't find their UCP on the NHS app?

Firstly, please check to ensure that your patient has a UCP. If they do, to find their plan, the patient's name, date of birth and GP details must match the information contained in the Personal Demographics Service (PDS). If they cannot find their UCP within the NHS App, please advise them to speak with their care plan creator to ensure all details match those that are held for them on the PDS.

## Can patients outside of London see a care plan within the app?

No.

Patient access to the UCP is via their GP's digital ODS code, not where they live. I.e. Anyone registered with a GP practice in London will have access to the UCP on the NHS App following the soft launch.

## Can a patient's family, friend or carer have linked access (Ability to see a loved one's care plan via your NHS app) to the care plan in the NHS App?

At this stage, linked access is not available to the UCP on the NHS App, therefore patients' family and friends cannot access care plans via the proxy access function on the NHS App. In the future we hope that people will be able to support their loved ones through NHS app linked access.

## What do I do if a patient says they do not wish to have their information on the NHS app?

If patients are concerned or have questions about the legal and security elements of the NHS App. Please refer them in the App to more > *Legal and cookies* > *terms of use / privacy policy, accessibility and open-source licences*

# Text message



## NHS App Patient Text Message

The text message below can be used to share information to inform patients that their UCP is visible through the NHS App. The intention is to share the text message when the integration has been fully rolled out across all London GP practices.

You can now view your UCP on the NHS App. Not sure what this means? Find out more here: <https://ucp.onelondon.online/>



# Bulletin

## NHS App – Primary Care Bulletin



This document is intended to provide information ahead of the launch of the UCP and NHS App integration for the remaining GP Practices across London (phase 1.2), allowing patients to view their care plans on the NHS App. The intended audience is GPs and primary care staff. The article and the information in the article can be used and/or adapted for primary care bulletins as required.

### **Universal Care Plans are available to patients on the NHS App**

The Universal Care Plan (UCP) Programme [are](#) pleased to announce that all patients with a UCP will be able to view their care plans on the NHS App from 23 January 2024. The wider rollout across London follows a successful 'soft launch' with 20 GP Practices in London which took place in November 2023. This development will increase visibility of patients' wishes and preferences, and improve transparency between clinicians, [patients](#) and carers.

It is best practice to create a UCP after having a discussion with a patient, and no one should be surprised by what is documented in their plans. In preparation for Londoners to access their personalised care and support plans, please ensure clinical recommendations, patient wishes and preferences are accurate and current and that all parties involved are aware of what is written in the UCP.

For more information about the UCP, please visit [out](#) website: <https://ucp.onelondon.online/>

Or contact our help desk at 0203 880 0285 (Monday – Friday 09.00 – 17.00)