



# Universal Care Plan

## Programme News



*The Universal Care Plan enables every Londoner who needs one, to have a digital personalised care plan, because ‘what matters to me’ is as important as ‘what’s the matter with me’.*

As the new season unfolds, the UCP team continues to work on optimising the UCP digitalised personal care plan, to enable clinical transformation across London.

### UCP for Sickle Cell

We are pleased to confirm that the roll out of the new UCP template was successful. The template has been updated to incorporate new data fields to support people affected by sickle cell, across London.

It also provides key information and clinical guidance to educate emergency care staff on a sickle cell pain crisis. We envisage it will support improved patient handover between emergency and acute care for patients.

The team has developed some useful training resources to support the creation of UCPs for patients affected by sickle cell. Please head over to our [website](#) if you'd like to explore them.

**FOR MORE  
INFORMATION..**

[Visit our website](#)

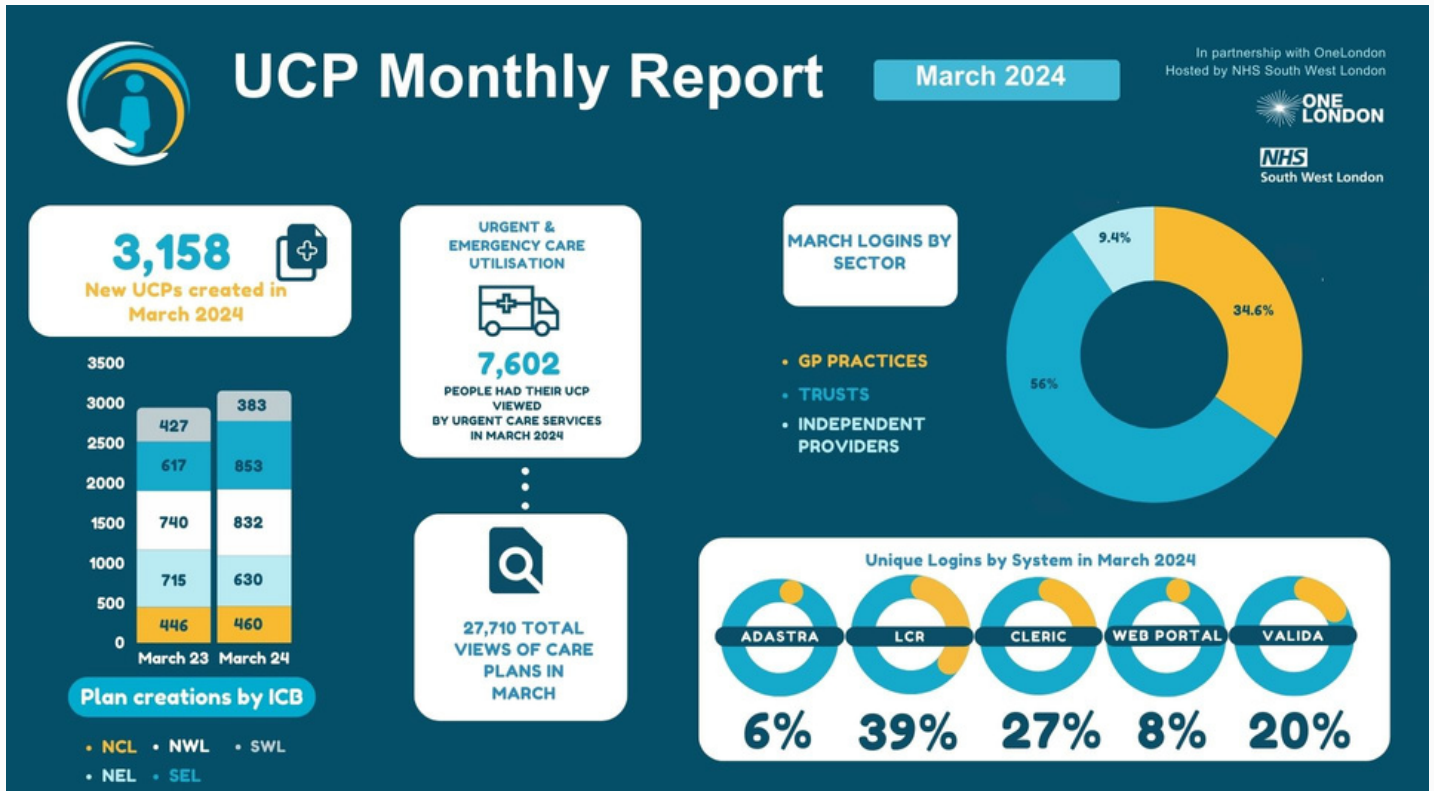
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## Business Intelligence Dashboard

The data continues to be encouraging, with UCP plan creation and urgent care services utilisation growing steadily. Over 7,000 citizens' care plans were viewed by emergency services in March 2024.

### In the spotlight

In this edition, we'd like to introduce our colleague Lucy Colleer, Transformation Manager for the Universal Care Plan Programme. Lucy's energy and dedication help us drive the UCP's agenda. She kindly answered a few questions:

#### How long have you been with the UCP Programme?

Four years this year, before the UCP Programme formally existed!

#### What does your job entail?

My role in this programme has changed quite substantially over the years. We were still managing the Coordinate My Care contract when I joined in 2020. Fast forward through a seven month procurement and further seven month implementation period of the UCP,

**"As long as I am in an environment where I can learn and also make a tangible difference to people's lives, I feel content!"**

*Lucy Colleer*



I now lead on the UCP's expansion to new clinical areas. This is a really long term (and to be honest, never ending!) project.

I spend a lot of time understanding and gathering clinician and patient requirements through workshops to understand what they want to achieve through the UCP. I translate these into prototypes with a user interface to test with users, and I support the clinical data modelling processes. We use something called OpenEHR, which allows data to be flexibly shared across different applications where needed.

### **Who inspired you to pursue the career you have today?**

I have found inspiration through various leaders in my career and have been lucky to have worked with those people. Honestly, I don't have any long term career aspirations, I just sort of go wherever I feel is right at that time. As long as I am in an environment where I can learn and also make a tangible difference to people's lives, I feel content!

### **What are the toughest challenges you've faced at work?**

I lacked a lot of confidence early in my career and that was probably the biggest hurdle I faced. I have since been diagnosed with ADHD and now that I am aware of it I am certainly more forgiving of my mistakes. I am able to plan my work around my strengths and try to find opportunities and ways to improve weaknesses.

### **What's your secret talent or passion that no one knows about?**

Well if I answer, then it won't be a secret!!!! I am very fond of the London Underground – and I don't mean sitting on the Central Line at 6pm on a mid-summer evening, I mean the history, design, architecture, merchandise etc. I love doing the Hidden London tours where you can look around the disused tube stations that are used for film sets.

## **Dates for the diary**

**Wednesday 24 April, 2024** - 'Using the UCP for citizens with Sickle Cell in London's emergency and by-pass departments'. Follow the [link](#) below to book your place!

**Wednesday 1 May, 2024** - Our next UCP Champions meeting.

