



What is a Healthcare Coordinator?

What is a Healthcare Coordinator (HCC) and why do I need one?

The NHS is undergoing massive reform in the way our future healthcare will be delivered. The effects of tight financial constraints and the super-sizing of surgeries mean that traditional qualities of family practice are being eroded.

Here at Wootton Vale Healthy Living Centre (WVHLC) we have responded to this challenge by developing an innovative new role to ensure our patients receive high quality health care preserving and valuing these traditional qualities. The HCC will be a named person who knows and cares about you and your health; with whom you can discuss your health needs and who is able to offer guidance, and support you in lifestyle changes. Your HCC will be able to signpost and help you navigate the health system to ensure you access healthcare provided by the right person, in the right place at the right time.

What can an HCC do for me?

You will meet and register with your HCC when you join the surgery. They will conduct your registration interview and gather details of your past and present medical needs and get to know you. They will discuss, with you, your health needs and proactively look at lifestyle and any identified health issues. The HCC will explain your contract with the WVHLC, and how to access practice facilities.

HCC's will regularly carry out health reviews on the patients assigned with them. This review may be by questionnaire, telephone conversation or in person. They will remind you when you need to attend for review of any medical problem and remind you when any screening programmes are due. They may also invite you for a review at times of significant life events such as childbirth, bereavement, sudden disability or a terminal diagnosis. To promote healthy living they will advise you of your options and the opportunities to participate in health improvement activities.

Your HCC can arrange appointments, organise referrals, and advise you of your test results. They can also provide you with information and advice on health related matters both locally and nationally. HCC's can provide a reminder service via email, post, and telephone for patients requiring ongoing health checks.

Will I have my own HCC?

Yes. Everyone who is registered with us will have access to their own HCC who will get to know you and your individual healthcare requirements, and provide continuity of care. If on occasions your own HCC is unavailable you will be seen by another member of the team.

What if I don't get on with my HCC, can I change?

Yes. There are 2 HCC's, both female. You can state a preference when you join or at any time elect to transfer your care to our other HCC. You will not be required to give a reason and this can be done by filling out a request slip available from the helpdesk.

How will I contact my HCC?

You will be able to contact your HCC face to face, by telephone, or email.

Do I have to see my HCC each time I visit the surgery?

No, but you may choose to do so or speak to your HCC if you are not sure from whom to access the care you require or if you are having some difficulty. They are able to act as your advocate and help you to access medical care for day to day health problems. You may wish to see your HCC if you need information, advice or need an answer to a question but are not unwell.

Are HCC's medically qualified?

No, but they are specially trained to identify health risk factors and highlight these to both you and the clinicians. HCC's are trained in Health Promotion and lifestyle issues, and have comprehensive knowledge of local healthcare provision in the NHS, Private and Voluntary sectors.

Will HCC's be able to see my notes?

Yes. All the staff at WVHLC are bound by the same confidentiality code as the clinicians. As part of the team, all correspondence and health reports relating to you will be seen by your HCC which will ensure their continued understanding of your healthcare needs. We hope you will continually advise them of any significant life events that may affect your health, which will allow them to update your notes accordingly.