**Creating an invitation letter for personalised care and support planning appointments**

When you create your appointment system for personalised care and support planning (PCSP) based on recall from your register, you will need to adapt or create letters to invite people to their appointments. These are based on your local processes, but help people understand the order and purpose of the appointments.

This section of the practice pack gives you some options for the letters, emails or texts which can be amended depending on your appointment process. It is useful if you use ‘common’ terminology to describe the steps/appointments in the PCSP process.

**Terminology for stages of the appointment process**

***You will need to decide what you are calling the overall PCSP process and each stage of the appointment process.***

It is useful to use the same language and words throughout the practice and in all correspondence so that people get familiar with the terms – here are some suggested words to use when describing the ***different appointments across the process***.

**First appointment - annual checks**

* *You are invited to come for an appointment to have all your annual long term condition tests done.*

**Sharing information - preparation**

* *Your test results and other information will be sent to you before your next appointment with the nurse or doctor.*
* *This will give you the chance to think about what you want to talk about at your next appointment.*

**Second appointment - care and support planning**

* *At this appointment you can talk about your concerns and what’s important to you.*
* *It will also help you plan what to do to take care of your health over the next year.*

|  |  |
| --- | --- |
| **Creating your invitation letter** *(see appendices for sample letters)* | |
| If the person is new to the personalised care and support planning process add in:  *This letter is to let you know about changes to how your annual long term condition appointments are made. These changes will help you be more involved and get more out of your appointment.* | |
| Note - tests should be listed in the letter according to the person’s conditions - this may make a difference to the appointment timing | |
| Both appointments in one letter – sample words  **Annual checks**   * *You are invited to come for an appointment to have all your annual long term condition tests done.* * *Your appointment will take 20-30 minutes and will be organised for ……. with …….*   **Sharing information**   * *Your test results and other information will be sent to you before your next appointment with the nurse or doctor.* * *This will give you the chance to think about what you want to talk about at your next appointment.*   **Second appointment: care and support planning**   * *At this appointment you can talk about your concerns and what’s important to you.* * *It will also help you plan what to do to take care of your health over the next year.* * *This appointment will take 30 minutes and will be organised for …. with ..… Please bring your results to this appointment.* | Appointments made separately - sample words  **Annual checks**   * *You are invited to come for an appointment to have all your annual long term condition tests done.* * *Your appointment will take 20 minutes and will be organised for ……. with …….* * *Your test results from this appointment and other information will be sent to you before your next appointment with the nurse or doctor.*   *At the end of this appointment the health care assistant will organise your next appointment. (care and support planning):*   * *It will be for around 30 minutes and will give you the chance to talk about your concerns and what’s important to you.* * *It will also help you plan what to do to take care of your health over the next year.* |

**Using text/SMS to organise appointments**

Texts should be used to offer appointments to individuals who have opted into this way of being notified of appointments. Ideally when practices are initially changing to personalised care and support planning, they should use the information in section 2 of the practice pack to inform people of the changes. Some of these documents can be shared on websites or sent electronically.

The text below refers to individuals who have already experience personalised care and support planning and will need to be modified according to local processes.

**Text 1 – invitation to make first appointment for annual checks**

Please contact the practice on *xxxxxxxx* to book your annual long term conditions checks with the health care assistant. This appointment will take 20-30 mins.

*Or*

Your annual long term condition checks are organised for ……. with ……. . This will take 20-30 minutes. Please bring an early morning sample of urine in a clean container.

**Text 2 – sharing information/preparation (only for patients using the NHS app or with online access to letters)**

A letter with your annual test results and other information is available in your GP record. Please look at these before your next appointment with the nurse or doctor and think about what you want to discuss.

**Text 3 - care and support planning**

Your annual long term condition review with the doctor/nurse is organised for ……. with ……. This will take 20-30 minutes. Please bring your results letter with you and write down any questions you have.

**APPENDIX 1 - SAMPLE LETTER 1**

**The Very Person Centred Medical Group**

Dear

**About your long term conditions review**

This letter is to let you know about changes to how your annual long term condition appointments are made. These changes will help you be more involved and get more out of your appointment.

**How things will work:**

**Annual checks**

* You are invited to come for an appointment to have all your annual long term condition tests done.
* Your appointment will take 20-30 minutes and will be organised for ……. with …….
* Please bring an early morning sample of urine in a clean container

**Sharing information**

* Your test results and other information will be sent to you before your next appointment with the nurse or doctor.
* This will give you the chance to think about what you want to talk about at your next appointment.

**Second appointment: care and support planning**

* At this appointment you can talk about your concerns and what’s important to you.
* It will also help you plan what to do to take care of your health over the next year.
* This appointment will take 30 minutes and will be organised for …. with ..…
* Please bring your results to this appointment

*(This letter is for someone new to the process with long term conditions where both appointments are made together.)*

**APPENDIX 2 - SAMPLE LETTER 2**

**The Very Person Centred Medical Group**

**About your long term conditions review**

Dear

This letter is to let you know about changes to how your annual long term condition appointments are made. These changes will help you be more involved and get more out of your appointment.

**How things will work:**

**Annual checks**

* You are invited to come for an appointment to have all your annual long term condition tests done.
* Your appointment will take 20-30 minutes and will be organised for ……. with …….
* Your test results from this appointment and other information will be sent to you before your next appointment with the nurse or doctor.

At the end of this appointment the health care assistant will organise your next appointment.

**Care and support planning**

* Please bring your results with you and write down any questions you have.
* It will be for around 30 minutes and will give you the chance to talk about your concerns and what’s important to you.
* It will also help you plan what to do to take care of your health over the next year.

*(This letter is for someone new to the process where the personalised care and support planning appointment is made after attendance at the first information gathering appointment.)*

**APPENDIX 3 - SAMPLE LETTER 3**

**The Very Person Centred Medical Group**

**Your long term conditions review**

Dear

**Annual checks**

* You are invited to come for an appointment to have all your annual long term condition tests done.
* Your appointment will take 20-30 minutes and will be organised for ……. with …….
* Your test results from this appointment and other information will be sent to you before your next appointment with the nurse or doctor.

At the end of this appointment the health care assistant will organise your next appointment.

**Care and support planning**

* Please bring your results with you and write down any questions you have.
* It will be for around 30 minutes and will give you the chance to talk about your concerns and what’s important to you.
* It will also help you plan what to do to take care of your health over the next year.

*(This letter is for someone who has attended personalised care and support planning before and where the PCSP appointment is made after attendance at the first information gathering appointment.)*

**APPENDIX 4 - SAMPLE LETTER 4**

**The Very Person Centred Medical Group**

Dear

Y**our long term conditions review**

This letter is to invite you into an appointment at the practice to discuss your long term conditions.

Your appointment will take 30 minutes and will be organised for ……… with ……..

A document is enclosed which we hope will give you the chance to think about what’s important to you and what you want to ask and talk about at your appointment. The appointment will also be a chance to think about how to look after your health over the next year.

Please write down any questions you have and bring it with you.

*(This letter is for someone who has not attended personalised care and support planning before and has a long-term condition/s which does not require an information gathering appointment.)*