



RIGHTCARE©



WHAT IS RIGHTCARE?

RightCare is designed to help you access the right level of care for your health problems and avoid unnecessary trips to the hospital Out of Hours. RightCare helps to lower patient anxiety, provides reassurance and allows patients to access appropriate healthcare and advice quickly.

WHO WOULD USE AND BENEFIT FROM RIGHTCARE?

The service is suitable for people with complex health problems and long term conditions such as Chronic Obstructive Pulmonary Disease (COPD), those requiring palliative care, frequent users of Accident and Emergency (A&E), and people with Mental Health Conditions and Learning Difficulties.

HOW DOES RIGHTCARE WORK?

A RightCare Plan is devised with you (the patient) and GP or other health care professional e.g. District Nurse. The plan is valid for up to 6 months and is kept on a database at Derbyshire Health United (DHU), which is the Out-of-Hours GP service in Derbyshire.

WHEN SHOULD I CONTACT RIGHTCARE?

Contact RightCare when your GP surgery is closed, and if you feel unwell. You will be given your own copy of the RightCare Plan, which will help you decide when further medical help is needed.

HOW DO I CONTACT RIGHTCARE?

Ring the dedicated RightCare Number shown on the RightCare Plan which will put you in contact with Derbyshire Health United.

You will speak to a call handler from Derbyshire Health United (DHU). The medical team at DHU will be able to access your current and relevant medical details on the RightCare Plan, which will enable the Clinician you speak with, to organise the appropriate medical care for you. This could be telephone advice; home visit by a health professional or referral to hospital if appropriate etc.



If you think yourself or someone you know may benefit from the scheme please contact your GP surgery or Community Matron/District Nurse to ask about RightCare.

For further information you can contact the RightCare Team on 0844 7420501

RightCare© Winner of NHS Alliance Out of Hours Quality Award 2009

