



The Trafford Co-ordination Centre

The Trafford Co-ordination Centre (TCC) is a new NHS service for people registered with a Trafford GP. The service is designed to deliver an efficient and effective way to access health and social care services.



What does the Trafford Co-ordination Centre do?

Managing referrals

Most referrals to hospitals from your GP are processed and booked by the Co-ordination Centre. The staff check each referral to make sure all the information is correct and that any pre-appointment tests you may need have been arranged. This can help to avoid delays and reduce the number of follow-up appointments.

Sometimes there are community services in your area which you can be referred to that can reduce the time you have to wait for an appointment. If this is an option for you the staff will discuss this with you when they make your appointment. If you are eligible for patient transport the centre can also organise this when they book your appointment.

Helping to co-ordinate your care

The aim of this service is to keep you well and supported in your own home and help to avoid unnecessary visits to the hospital. The care co-ordination nurses work with other health and social care providers to support you and help to manage your care. People who may benefit from help in co-ordinating their care are:

- people who take lots of different medicines
- some older people who are often unwell
- people with long term or multiple health problems
- young people who are moving into adult services
- people recovering from a stroke, fall or brain injury
- people with mental health conditions or learning difficulties who need help managing their physical health.



I didn't know where to turn or how to get the help I needed but I knew the TCC could help

The care co-ordination nurses make regular wellness phone calls to check that you are keeping well and to see if you need any extra help. They can intervene on your behalf, should you need it, with things like; asking the doctor or community nurse to visit you, arranging for some extra support or helping you to get involved with a community group.

The team can also help to arrange the appointments you need, send reminders so you don't miss any and book your transport if you are eligible for patient transport. If you look after someone else and become unwell, the Trafford Co-ordination Centre may be able to help you get some care for that person to help you while you recover.

Joined up healthcare

The Trafford Co-ordination Centre provides a central point of contact that you and your family can use for concerns about your care. The nurses are available 7 days a week to answer your queries.

The Trafford Co-ordination Centre will create a single record of your personal and medical needs using some of your medical history and information currently held at your GP practice, local hospitals and the council's social care services. This record is kept up-to-date by professionals directly involved in looking after you to ensure you get the best and most appropriate care and support.

How can I access the Trafford Co-ordination Centre?

If, after reading this leaflet, you think you or a member of your family would benefit from the services the Trafford Co-ordination Centre provides you can ask your GP about using the service or contact them direct using the details on the back of this leaflet.

If I don't want my information to be viewed and accessed can I opt out?

We understand that some individuals may choose not to make their details available. If you wish to opt out of your medical and social care information being viewed and accessed by clinical and social care professionals, or want to understand more about how your details may be viewed and accessed, then please get in touch with the Trafford Co-ordination Centre using the details on the back of this leaflet.

We have a continuing duty of care under the NHS Constitution to protect and keep your personal details confidential and secure.



Contact the Trafford Co-ordination Centre

If you need more support, want to find out more about the services or have a complaint you can contact the TCC seven days a week
Mon – Sat 8.00am – 8.00pm, Sun 8.00am – 7.00pm in the following ways:

Telephone 0161 976 2555

Text Relay If you are deaf or hearing impaired the TCC uses the
Text Relay service please call: 18001 then 0161 976 2555

Email TCC.enquiries@nhs.net

Write Trafford Co-ordination Centre, Ground Floor,
Crossgate House, Cross Street, Sale M33 7FT

www.traffordcoordinationcentre.nhs.uk

To receive this leaflet in another language or format such as audio, large print or braille, please contact the TCC using the details above.

February 2017 – information correct at the time of print



Central Manchester University Hospitals NHS Foundation Trust
Greater Manchester Mental Health NHS Foundation Trust
Mastercall Healthcare
NHS Trafford Clinical Commissioning Group
Pennine Care NHS Foundation Trust
Salford Royal NHS Foundation Trust
The Christie NHS Foundation Trust
University Hospital of South Manchester NHS Foundation Trust



RIGHT CARE RIGHT TIME RIGHT PLACE

In partnership with:



TRAFFORD
COUNCIL