



How to Request a change to where you are receiving Care

Should a person using our services wish to change where they are receiving their care, in order to start the process the person using our service is to make their wish known to the treating team. This can be done by contacting the relevant service manager in the first instance.

The request will be considered by the treating team in consultation with the responsible clinician and other members of the multidisciplinary team. This will involve reviewing the individuals clinical needs as it is not always appropriate to change teams.

Following the review if the clinical decision is that it would not be beneficial for the person to be transferred this would be discussed and explained to the person using services and this will lead to a discussion about how best their needs can be met by the current treating team.

Following the review if the clinical decision is that it would be beneficial for a transfer of care, then the two responsible clinicians have a discussion in the first instances and then communicate this to the team managers who will effect the transfer between the teams and also communicate the decision back to the person using services.

Arrangements will then be made to effect the transfer of care between the two teams.

Timescales

Depending on complexities of the individual clinical case, the expectation is that the process could take up to 28 days to complete. During this time the person using services will continue to receive a service from the treating team and will be kept informed with regards to progress regularly during this period.

Dispute Resolution

If there is a dispute regarding any transfer of care, a person using our service can raise their concerns in the first instance to the Service Manager who will review the concerns and look to resolve these. If the person using our service remains unhappy with the resolution this can be escalated to our Patient Advisory Liaison Service (PALS). This will then follow our Trusts normal complaints procedure.

Any Disputes between teams will be escalated to the Locality Associate Director and the Associate Medical Director for discussion and final decision.