

Dear Patient,

A new Integrated Care Service at Park Grange Medical Practice is available and we would like to invite you to be reviewed, by telephone. Our team think you could benefit greatly from this new service. The new service is called CLICS, which stands for Central Locality Integrated Care Service. It provides support to people in a very different way, to what you are used to.

The CLICS team is made up of an Administrator, Advanced Practitioner, a GP and a Community Connector. The community connectors are employed by a local voluntary sector organisation Hale, but they work as part of the practice based team.

One of the CLICS team members, usually the Advanced Practitioner or the Community Connector, will have an in-depth first appointment with you to go through your needs and work with you, to identify what the best support for you might be.

In that first appointment they will spend up to 45 minutes getting to know you and developing a personalised care plan with you. Your care plan could involve clinical services as well as non-clinical services. They will also agree with you what follow up support might be needed.

If you wish you can watch a you tube video for more details, please use the following link:
<https://www.youtube.com/watch?v=ZmYQdApBF0o>

We find that patient's health greatly improves when they are supported medically and socially, in their own community.

Should you be interested in the service, please call and ask for myself and I will take a few details from you to organise your referral. Please do not hesitate to contact me if you have any queries.

Yours sincerely

Rahela Parveen

CLICS Administrator