

Frequently Asked Questions

Why have I been referred to this service?

Your GP feels you may benefit from more time and support in managing your long-term conditions and keeping healthy and well.

Is this service instead of my usual GP appointments?

No. Your usual GP practice will still provide your general support. This MCM service will provide additional free support to help you.

Where will you be seen?

Clinic appointments are available. Home Visits are available to those who need them.

Who will I see in the team?

This will depend on your needs and goals. This will be discussed during your first appointment.

For how long will I see the team?

This will vary from person to person. Depending on your needs this could be between one and six months.

Who do I call when unwell?

Advice can be found from the chemist or alternatively, contact your GP or 111 for out-of-hours.

What do I do in an emergency?

NHS 111 is the free number to call when you have an urgent healthcare need. It directs you to the right local service. If you have a Crisis plan, please follow this.

Compliments and complaints

The Patients Advice and Liaison Service (PALS) is a confidential NHS service that provides help, advice, and information for patients, families, and carers. We welcome all your feedback. Contact PALS at PALS@mft.nhs.uk or telephone 0161 276 8686.

Contacting the team

You can contact the Manchester Case Management team on 0161 232 4550 from 9.00 am to 5 pm Monday to Friday.



**Manchester Local
Care Organisation**

Leading local care, improving
lives in Manchester, with you



Manchester Case Management

Information about the service

Contact Us

0161 232 4550

Monday to Friday
9.00 am to 5 pm



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What is Manchester Case Management?

The Manchester Case Management service is a free service for people who need some extra support to stay healthy and well. We can help you manage your long-term conditions, for example, seeing you in a clinic or at home.

The Manchester Case Management Service is a team of qualified NHS health and social care professionals, specialising in supporting patients and their families/carers who have long-term health conditions. The team includes GP, nurses, social worker, pharmacists, pharmacist technician, substance misuse practitioner mental practitioner.

The Manchester Case Management team will provide you with more time and support to help you to try and improve your health and well-being. The team will work with you and your carers, family, or friends on what matters and is important to you.

You might want to:

- Understand and learn how to manage your health conditions.
- Improve your sense of wellbeing.
- Have help and support about housing or benefits.
- Know what to do in an emergency.
- Make sure your carer/s get the support they need.
- Get out and about more.
- You may want to be more involved in your local community and find out more about what groups, activity, and support is available where you live.

What does it mean for me?

More 'joined up' services and support for you, your family, and your carer/s.

You can withdraw your permission at any time. The service will work with you and your GP practice, other services, and community groups who can support you.

What will the service do?

The service will:

- Arrange an introduction to the service appointment for you (and your carer) of up to 60 minutes.
- If you need a language or sign interpreter, one can be provided for all your appointments.
- Work with you on a support plan and discuss your personal goals and needs. This would focus on what is important and matters to you in terms of improving your health and well-being.
- The support plan would be shared with your GP and other health care professionals providing support and care to you.
- Provide you with additional help and support covering medical and social issues, signpost you to useful services, and regular contact with the team.
- Encourage you to be more independent and confident in managing your health and social needs and ensure the right steps are put in place for you.

Who provides this service?

This service is provided by Manchester Local Care Organisation (MLCO).

MLCO is the organisation that provides NHS community healthcare and adult social care in the city. It is a partnership organisation between the NHS and Manchester City Council.

You can find more about MLCO at www.manchesterlco.org