

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Our privacy notice is available at medwaycommunityhealthcare.nhs.uk/privacy/

If you would like to view or request a copy of your patient record, please contact us at medch.dataprotection@nhs.net or on 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting: medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/

Refer via our Integrated Locality Review Team Coordinators

Email: medch.ilr@nhs.net

Medway Community Healthcare,
Unit 5 Ambley Green, Gillingham Business Park, Gillingham, Kent ME8 0NJ

Gillingham/Rainham

Weekly virtual meetings on Tuesdays

Lordswood/Chatham

Weekly virtual meetings on Wednesdays

Rochester/Strood

Weekly virtual meetings on Thursdays

Customer care

Please send any comments about Medway Community Healthcare services to: -
Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham, Kent, ME8 0PZ
t: 0300 123 3444
medch.customercare@nhs.net

All contact will be treated confidentially

This information can be made available in other formats and languages. Please contact: medch.communications@nhs.net

Leaflet reference: MCH 685

Kent and Medway NHS
NHS and Social Care Partnership Trust

IMAGO

virginicare

NHS
Kent and Medway
Clinical Commissioning Group

Medway
NHS

South East Coast Ambulance Service NHS

MCH
medway community healthcare

Medway NHS
NHS Foundation Trust

Integrated Locality Review Team (ILR) (Hosted by Medway Community Healthcare)



We are
research
active

Medway Community Healthcare CIC providing services on behalf of the NHS
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637



www.medwaycommunityhealthcare.nhs.uk

Information

What is the ILR?

The Medway Integrated Locality Review (ILR) Team is a multi-disciplinary team of specialists set up as part of the Medway Local Plan.

The ILR Team meet weekly via Teams, to discuss patients who have been referred with multiple long-term conditions, complex needs, people living with frailty, and needs which are dealt with by different agencies.

The purpose of the ILR Meetings is to proactively support patients, preventing an unnecessary rapid decline into poor health and to make sure patients receive the best care and support through creating a multi-agency holistic care plan so that everyone involved in your care is working on the same plan taking your own goals in relation to your care into account.

Who is involved?

Each meeting has representation from:

- Medway GPs
- Kent & Medway Clinical Commissioning Group
- Medway Community Healthcare
- Consultant Geriatrician from Medway Foundation Trust
- Medway Council (Social Services)
- Clinical Pharmacist
- Kent and Medway Partnership Trust (Mental Health)
- IMAGO
- Other partners such as Telecare, Turning Point, SECAMB, Kent Fire and Rescue Service and MHS Homes may attend

How do I get a referral to ILR?

Referrals are welcomed from GPs and other health and social care professionals. You must consent to the referral being made.

Do I need to attend?

No. The ILR meeting is attended by professionals involved in your care and all recommendations will be relayed to your GP who will then discuss outcomes with you and your family.

What happens next?

The ILR team are a highly skilled team of professionals and have acquired the expert knowledge base, complex decision making skills and clinical competencies for expanded practice. The team will use advanced clinical assessment skills to complete a holistic assessment taking into account your psychological, physical and social needs. There is a collaborative process of shared decision making to agree goals and identify support needs and to ensure plans are in place to achieve optimum care for you. The ILR aims to help you achieve your own goals in relation to your care.

The team has both a health and social care element and can agree actions that need to be taken during the course of the meeting which reduces delays in referring to services and waiting for your case to be allocated.

The ILR team can make referrals to other services on your behalf if they feel you would benefit from that referral i.e. IMAGO, Social Services.

All recommendations will be forwarded onto your GP who can then discuss the outcomes with you.