



# IT'S OKAY TO ASK

Herefordshire and  
Worcestershire  
Integrated Care System

## Planning for your upcoming care

We want to provide you with the care that best meets your individual needs. We recognise that you may have been on a waiting list for some time and that your circumstances may have changed. Whilst you are waiting for your appointment or treatment, it may be helpful to think about the following questions.

### What matters to me right now?

- What is my main concern about my health and wellbeing right now?
- What else is important in my life right now?
- Has anything changed since my last appointment?
- Is there anything more I would like to know about my appointment or treatment?

#### My notes

### How am I coping?

- Am I managing my symptoms or condition well at present?
- What do my friends and/or family think about my health and wellbeing at the moment?
- What other support would be helpful?

#### My notes

What support is available? You might find these resources helpful.

- For support with your mental wellbeing, such as stress, anxiety, low mood or depression. Visit: <https://www.healthyminds.whct.nhs.uk/>.  
Call: Herefordshire: 01432 220507      Worcestershire: 0300 0135727
- For community support in Herefordshire visit: <https://www.talkcommunity.org/>  
Or call: 01432 260027
- For community support in Worcestershire visit: <https://www.worcestershire.gov.uk/here2help>  
Or call: 01905 768053
- If you have new symptoms or are feeling unwell, please speak to your GP or call NHS 111.

**When people have been waiting for a long time they sometimes decide they no longer require their appointment or treatment. For example, you may have moved out of the area, or had an appointment elsewhere that has met your needs. Other people may choose to postpone their appointment. It might be helpful to think about the following:**

- What would happen if I didn't attend my appointment or have my treatment?
- What would be the benefits?
- What would be the risks?
- What might I do instead?

#### My notes

**If you no longer feel that you need your upcoming appointment, please contact the service that you have been referred to discuss your options.**

**If you still want your appointment. What do you want your appointment to be like?**

- Do you have individual needs that mean you would prefer someone to come with you to your appointment if possible? *Please note that there may currently be restrictions on this as a result of the Covid-19 pandemic.*
- Many appointments are now being carried out over the telephone or online. Do you have any individual needs that mean that you cannot take part in a specific type of appointment?

#### My notes

**If you have any questions about your upcoming care please contact the service that you have been referred to to discuss your options. We hope this leaflet is helpful in getting the most out of your contact with healthcare services.**