

## Do I need to give my permission to *echo*?

Yes. You will only be able to join *echo* once you have given your consent to be registered and for your care information to be shared. If you lose the ability to make your own choices about information sharing, a doctor or nurse will make a decision in your best interest, in consultation with your family/carers.

## What information will be held about me?

The recording and sharing of your information is crucial to ensuring your decisions and wishes are respected by different staff and organisations. If you give your consent then *echo* will keep an electronic record of your wishes and preferences for your future care, agreed care plans and information for professionals (for example, contact details for your main carer or medication issues). In addition, we may also ask for your permission to access your electronic GP records so that more detailed information is available to us if you call for advice.

## What if I have any concerns about *echo*?

The *echo* service has been designed to help you receive the best possible care in the community. If you have any concerns regarding *echo*, please contact:

### Phone

01903 254789 (option 3)

### Email

SC-TR.echocws@nhs.net

### Website

www.echocws.org

### Post

**echo** Coastal West Sussex  
Sussex Community NHS Trust  
Unit 5, Ground Floor, The Quadrant,  
Marlborough Road,  
Lancing Business Park,  
Lancing, BN15 8UW

Coastal West Sussex

Information for you  
and your family

Commissioned by Coastal West Sussex CCG – developed and delivered by providers with involvement from the wider stakeholder groups

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

**St Wilfrid's Hospice**  
Making a difference to local lives

**B**  
St Barnabas  
House  
{Hospice}  
{Care}

Sussex Community   
NHS Foundation Trust

Western Sussex Hospitals   
NHS Foundation Trust

# echo

## What is *echo*?

**echo** is available to people who have a life-limiting illness, advanced terminal diagnosis or are approaching and entering the end phase of their life. We are also here to support your family, friends and carers.

We know that it is likely that you will be supported by a number of services and health care professionals. Contacting the right person can sometimes be complicated and time-consuming, especially if you are unsure who the right person to help you is.

We also know that health care services are not always good at sharing information about your care preferences with each other; this can sometimes mean that health care professionals may not know how and where you want to be cared for.

**echo** is a telephone service where you can access support and advice 24 hours a day, 7 days a week. Our aim is to improve your care by acting as a single point of contact for you, so that if your needs or situation changes you only have to call one number.

We will also record your views and wishes within a confidential electronic personalised care plan. This plan will be shared only with doctors, nurses, social care providers, ambulance services, out-of-hours GP services and other professionals involved in your care to help them understand the choices you have made.

## How do I contact *echo*?



Call 01903 254 789 (Option 3) 24 hours a day, any day of the year

## How will *echo* help me?

The **echo** team will be able to give you some advice and support over the telephone. If they are not able to advise you themselves, they will consult with other specialist nurses and doctors to help you. We will also be able to ask other services to respond to your care needs or will advise and direct you, your relative or carer to other services that can help you.

## When can I use *echo*?

You, or your relative or carer, can contact **echo** 24 hours a day, every day of the year, if you need advice or support:

- If your condition or needs change and you/your relative or carer are not sure what to do
- If you need advice about accessing equipment or practical care support
- If you need to know how to access bereavement support

**echo** is available for health care professionals if they need additional advice, guidance and information about your care.

## How will *echo* affect my relationship with other services?

**echo** will not replace your relationship with your GP, community nurse, hospice, palliative care service, hospital or any other health care professional. Instead it will work alongside those services to improve communication and make it easier for you to access the right care.