

# Integrating care in Swindon

## Coordination Centre brings together health, social and voluntary care



A team of health, social and voluntary care professionals work together behind the scenes arranging the right care for patients, in the right place and at the right time.

Based at the Great Western Hospital, the Integrated Care Alliance Coordination Centre is a hub of activity, enabling more patients to leave hospital without delay and more treatment in the community.

Hospital and community healthcare teams work with GP surgeries, mental health services, councils, ambulance services, care homes and hospices, as patients move through the hospital and into the community every day.

Being in one space has improved communication, provided access to live information and enabled decisions to be made more quickly.

This integrated, transparent and collaborative approach is the foundation for more effective working between different organisations in Swindon.

It has become a core day-to-day service which is leading to a better experience for patients and their families.