Hannah's* story

The Proactive Care Team (PACT) supported both of Hannah's parents to make sure they got the care they needed. This is her story.

"We are sadly faced with situations beyond our control and without the effectiveness of the Proactive Care Team (PACT) who were able to navigate systems related to health and interact with other organisations which at times were so complex, I would feel overwhelmed.

"Nobody wants to witness an unfortunate impact to their relative and naturally expect them to remain in good health forever.

"Both my parents faced challenges related to mental and physical health. I was unaware of PACT until the GP receptionist asked if we would like to be referred to the service. The first contact was with my dad, and he was supported by different members within the team.

"My dad had faced a number of health issues and one occasion had escalated into a negative experience for my mum and myself. He received support from an Advanced Clinical Practitioner who tirelessly championed when we faced brick walls that spiralled from one problem to another and felt stuck in an endless cycle. The practitioner consulted with health and social professionals; things then began to progress with obtaining a GP visit, urgent referrals, and assessments. Eventually this transferred to a setting for appropriate care and treatment, then subsequent transition to a placement.

"My mum was referred to PACT following my discussion with the GP a few weeks after a hospital discharge; I noticed further support was required concerning mum's physical health. Arrangements made with different team members and appropriate assistance was provided to ensure she remained independent. Without support and encouragement from PACT my mum's health could have declined again resulting in readmission to hospital.

"My mum was also supported by a Community Connector at Hale to encourage gaining confidence to avoid loneliness and isolation. She now attends a social group and without support from Hale this would not have occurred.

"PACT remain a beneficial resource providing an essential positive gateway between patient and GP.

"Thank you."

Thank you, Hannah, for sharing your story. You can learn more about the PACT team on the Bradford District Care NHS Foundation Trust website.

**Please note that this name has been changed to protect anonymity.*