

BaNES Primary Care Quick Referral Guide

*Urgent Professional Line HCRG:



2 hour response when there is a risk of admission within 24hrs, including virtual wards

Options

- 2hr Urgent Community Response (UCR)
- HCRG Virtual Ward (Step up)
- High level of care, assessment, monitoring and treatment in own home
- Urgent Social Care

Contact & Availability

[01225 410240](tel:01225410240)
Lines open 24/7 Triage: Mon-Fri 8-6 Sat-Sun 8-5

*Routine Community Referrals



Routine Referral for Community Services

Options

- Adult Speech/Language Therapy, Bladder and Bowel Service, Community Matrons, Falls and Parkinson's, Heart Failure, Leg Ulcer Clinic, Lymphoedema, Podiatry, Reablement, Tissue Viability

Contact & Availability

[0300 247 0200](tel:03002470200)
Mon-Fri 9-5

*Acute Frailty Team RUH



Admission being considered 65yrs+, Clinical Frailty Scale 5+ Conditions associated with increasing frailty + any care home resident

Options

- Acute admission under the acute frailty team -Frailty Flying Squad – MDT for assessment, diagnosis and treatment -Frailty Same Day Emergency care (SDEC) (includes potential for next day/planned admission for urgent assessment and investigation)

Contact & Availability

Cinapsis > Acute Frailty- RUH [07584771329](tel:07584771329)
Mon-Fri 8-8 Sat-Sun/Bank Hol 8-5

Consultant Geriatrician



For advice and non-urgent queries

Options

Contact & Availability

Cinapsis > Older Adult Medicine-non-urgent- RUH>phone or >e-opinion
Mon-Fri 8-8

Community Wellbeing Hub



Community Wellbeing Hub

Practical & emotional support to build confidence, independence & connect the local community

Options

- Debt, money & benefit advice, Short term financial crisis help, Housing advice, Access to low cost food, Mental Health support, Employment, Keeping a family active and healthy, Managing type 2 Diabetes and Stopping smoking

Contact & Availability

[0300 247 0050](tel:03002470050) or online referral:www.communitywellbeinghub.co.uk/for-professionals
Mon-Fri 9-5

RUH Hospital at Home



Royal United Hospitals Bath
NHS Foundation Trust

Advice/ Support for pts recently discharged from Hospital at Home. Time limited service of secondary care healthcare professionals visiting pts at home

Options

- Hospital at Home for patients recently discharged from Hospital (Step-down) - Admission avoidance via Cinapsis > Hospital at Home - All patients have inpatient status & access to tests, consultants, therapists and full MDT

Contact & Availability

[07824520 192](tel:07824520192) or Cinapsis > hospital at home
Hospital led Mon-Sun 8-6

***One call will be triaged by a senior decision maker and other options discussed (e.g. Virtual wards; Hospital at Home)**