Jerry is 71 years old and was referred to Rapid Response following a fall. His arm was placed in a sling and he needed assessment and assistance with personal care, medication and meals. The Rapid Response team were able to provide this treatment and support at home, providing pain relief each day and working alongside Jerry’s GP.

Jerry’s story

“I was recently referred into the Rapid Response service. I was so grateful for the wonderful care and attention given to me... I cannot speak highly enough of the care, attention and kindness I received”
M Hodgson, patient

Contact us

We have three Rapid Response teams, each covering different areas of Bristol. If you, or someone you know or care for has been referred into Rapid Response by a GP you can contact the teams:

North and West Bristol: 0117 377 3891
Inner City and East Bristol: 0117 903 7378
South Bristol: 0117 377 3347
Out of hours: 0117 377 3356
(Monday-Friday: 5pm-8am, Weekends and Bank Holidays: 24 hours)

If you would like to comment on our services please tell staff in the first instance. If you wish to make a formal complaint please contact the Patient Advice and Liaison Service (PALS) on 0117 900 3433 or by e-mail pals@bristol.nhs.uk
Who can use Rapid Response?
People aged 16 and over, living in Bristol. It's free and can help you for a period of up to 7 days.

Our specialist team of healthcare professionals includes:
> Qualified nurses
> Occupational therapists
> Physiotherapists
> Mental health nurses
> Speech and language therapists
> Support workers
> Social workers
> Rehabilitation workers
> Advanced nurse practitioners
> Pharmacists

How can I access Rapid Response?
You must be referred into the service by your GP.

What happens when my Rapid Response care finishes?
Rapid Response is part of a larger care service called Intermediate Care and Reablement. When your treatment and care with Rapid Response is complete you may be referred into one of our other community intermediate care services for further support, rehabilitation and care in a community setting.

“Your nurses were all excellent – efficient and charming. I am now so much better!”
M Knight-Jones, patient

Helping you to live life well