

"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

Jerry's story

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.

Helping you to live life well



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



Rapid Response Service

Patient guide



How can Rapid Response help me?

During episodes of illness, Bristol Community Health's Rapid Response service can assess, treat and care for you in your own home or place of residence.

Working in partnership with Bristol City Council, our dedicated team of healthcare professionals will provide you with high quality, compassionate care for a period of up to 7 days.

By providing care at home or in your place of residence we try to reduce the need for hospital admission, so that you can receive treatment and care in your own familiar surroundings instead.

If you do need to go into hospital, our other Intermediate Care services such as our rehabilitation team or our residential centres may be able to help get you back to your own home or place of residence sooner.

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