Rapid Response Service
Referrer guide
What is Rapid Response?

Bristol Community Health’s Rapid Response service will rapidly assess, treat and care for patients over 16 years of age in their own home or place of residence for a period of up to 7 days.

Rapid Response aims to facilitate and provide patient care 24 hours a day, 7 days a week, reducing the need for hospital admission.

Helping you to live life well

We have multi-disciplinary teams

Our staff include

> Advanced Nurse Practitioners
> Mental Health Nurses
> Nurses
> Occupational Therapists
> Pharmacists
> Physiotherapists
> Rehabilitation Workers
> Social Workers
> Speech and Language Therapists
> Support Workers
Referring a patient

How do I refer a patient?
Call our Single Point of Access (SPA) on 0117 903 0202.
Lines are open 24 hours a day, 7 days a week.

Referral criteria
Referrals can be made for patients who:
> Reside in Bristol
> Are registered with a Bristol GP Practice
> Are over 16 years of age
> Are agreeable to receiving care from Rapid Response
> Are physiologically stable and suitable for out of hospital care
> Do not fall within the scope of the exclusion criteria

Exclusion criteria
> Under 16 years of age
> Require acute hospital admission as medically unstable and inappropriate for safe haven bed
> Referrals for IV therapy where a microbiologist has not been involved in the prescribing process
> Length of service expected to exceed 7 days (except if length of IV therapy treatment extends beyond this)
> Referrals where facilities available in Intermediate Care could not safely support individuals’ needs
> Where the level of risk is deemed too high for Rapid Response to manage safely
> Where patient is more appropriate for another service. This decision is made following telephone triage by our SPA and/or face to face assessment. Patient is then referred on appropriately.

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

Single Point of Access (SPA) administrator takes baseline information including name, address, contact and referrer details.

Case manager then triages / has further discussion with the referrer. A visit plan and clinically appropriate response time of visit will be agreed.

Case manager assesses and / or transfers patient to appropriate Rapid Response team.

Daily case review by the multi disciplinary team.

Rapid Response team devises care plan and informs referrer of outcome.
“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

For further information please contact our locality clinical services managers:

North and West Bristol: 0117 377 3776
Inner City and East Bristol: 07876 442318
South Bristol: 0117 919 0250

Helping you to live life well