

What information can I expect from the team after their intervention?

After the appointment we will make an entry into the patient's EMIS record which can be observed by the GP/clinical teams immediately.

Following this we send a letter of the outcome to the GP detailing our findings and any recommended changes to the current management plan. The patient will be then discharged from our service.

We will also detail any recommendations for referrals to additional services to support the patient.

The patient will normally receive a copy of any recommended changes agreed in the appointment.

Contacting local health services

If you want to make a comment about this service or need some advice or information about this or any other local NHS service, please contact:

NSCP Patient Advice & Liaison Service (PALS)

Freephone: [0800 389 5260](tel:08003895260)

Email:

nscp.commentsndcompliments@nhs.net

Care Quality Commission (CQC)

The quality of our service provision is monitored by the Care Quality Commission (CQC). For further information please visit:

www.cqc.org.uk

Dignity in Care Network

The Dignity in Care Network aims to put dignity at the heart of care services in North Somerset. For further information please

visit: northsomersetdignity.org.uk

NSCP services may occasionally be unavoidably unavailable due to severe weather, staff sickness or other events outside of NSCP control.

All NSCP documents can be made available in large print, audio, easy read and other formats.



Frailty Service

Information for referrers



Frailty Service

What is the service?

The service provides a review of frail older people through Comprehensive Geriatric Assessment - a holistic assessment of physical, mental and social needs. The team then make recommendations to support pro-active management and advance care planning to enhance well-being.

Complex Frailty Clinics

Clinics are held at New Court Surgery in Weston-super-Mare on Tuesdays and at Clevedon Hospital Outpatients Department on Wednesdays.

Domiciliary Visits

On occasion, we are able to offer home visits to patients who are housebound and unable to attend the clinics.

Multi-Disciplinary Meetings (MDMs)

The Frailty Service will regularly support GPs and other health care professionals at multi-disciplinary meetings by providing specialist advice.



Ad Hoc Advice:

The Frailty Service can provide specialist advice to support clinicians to manage patients in the community without a specialist appointment. It is available by telephoning the Frailty Service on: 01275 885778 or email: nscp.frailtyservice@nhs.net and requesting clinical advice from the team. Our service operates from Monday to Friday 9am-5pm.

We aim to respond promptly, however please note that we are not an urgent service. If your enquiry is urgent consider contacting Rapid Response.

Parkinson's Disease

The Frailty Service can provide specialist advice for Parkinson's disease patients by our Consultant Geriatrician. This includes new diagnosis and medication reviews to housebound patients.

Please note: this does not replace the Specialist Parkinson's / Movement Disorders Clinic at Weston Hospital.

Referrals

Who can I refer?

Any patient aged 75, or younger with several co-morbidities, registered to a North Somerset GP can be referred. This includes GPs, Community Matrons and other practitioners from health and social services. Please ensure that consent has been sought prior to submitting your referral.

How do I refer?

The referral form found on the NSCP Website. Visit:

<https://www.nscphhealth.co.uk/services/frailty-service>

Please note that we require a completed referral form and Edmonton Scale in order to triage your referral. Completed forms should be emailed to nscp.frailtyservice@nhs.net. We will confirm receipt of your referral by return email.

My referral was rejected?

Referrals may be rejected or delayed if we do not have sufficient information or if the referral is more appropriate for another NSCP service.

We will contact you to inform you of this decision.