**Urgent Care Service Directory**

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| **Target Audience** | BSUH, SECAmb, SCFT, SPFT, IC24, Adult Social Services – Brighton and Hove, East Sussex and West Sussex Councils, BH CCG, HMS CCG and HWLH CCG, Urgent Care Commissioners, Commissioning Teams and Front line Staff |
| **Brief Description** | Database of urgent care service providers with contact details and operating hours |
| **Action Required** | Kindly disseminate to frontline staff so they are aware of the various service options available to patients in the community |
| **Date of last review** | 17 December 2019 |
| **Date of recent dissemination** | 17 December 2019 |

| **Service** | **Description** | **Eligibility** | **Referral route and opening hours** | **Who can refer** | **B&H CCG** | **HWLHCCG** | **Provider** |
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| **GP Out of Hours** | Primary careout of hours GP and nurse service | For patients who cannot safely wait until the next working day, who need advice or treatment from a GP or nurse | Ph: 111  ‘Speak to’ and advice line M-F 18:30-08:00  W/E and public holidays 24 hours  GP in RSCH A&E 11:00-00:00 every day | Via NHS11 for patients and health care professionals  Via RSCH A&E | ✓ | ✓ | IC24 |
| **Professional Support Line (PSL)** | * Facilitates a clinician-to-clinician conversation to ensure appropriate referral. * Manages the referral. | Patients eligible for the following:  Medical and surgical admissions:   * AAU (previously AMU)   Planned appointments:   * RACOP * EACU (medical and surgical) * Ultrasound * TIA clinic * Community Rapid Access Respiratory Clinic * Gynaecology Rapid Assessment Unit * Early Pregnancy Assessment Unit * GP review Clinic   Community services:   * Responsive Services * IV therapy team * Roving GP service * HSCC * Patient Transport service | Ph: 0300 130 3045  08:00-20:00, 7 days a week, 365 days a year (including bank holidays) | Health care professionals.  GPs can refer into all services listed.  Acute floor can refer to PTS for GP follow-up to expedite discharge | ✓ | ✓ | Care UK |
| **Responsive Services** | Multidisciplinary rapid assessment and services to avoid admission and facilitate discharge. For Patients requiring an urgent or rapid response, assessed as potentially requiring only short term support for primarily physical health need.   * Intravenous Therapy Team * Urgent Falls Pathway | Patients requiring an urgent or rapid response, assessed as potentially requiring only short term support for primarily physical health need (although patients may also have mental health needs).  Exclusions:   * Under 18 * Not registered with GP in Brighton and Hove * with social needs only * whose needs are primarily mental health * with the symptoms of new onset stroke * at the very end of life * awaiting long term care at home or in a care home | Accessed via the referral management hub (RMH)  Ph: 01273 242117 (option 1)  Email:[referralmanagement.brighton-hove@nhs.net](mailto:referralmanagement.brighton-hove@nhs.net)  08:00-20:00, 7 days a week  Response times according to clinical need:   * 4 hours for urgent referrals * 24-72 hours for routine referrals | Health care professionals | ✓ |  | SCFT |
| **Responsive Services Out of Hours referral** | Referral route into Responsive Services for SECAmb out of normal operational hours  Call is diverted to the One Call team who will take the referral details on behalf of the SCFT RMH | Patients assessed by SECamb as clinically safe to remain at home and be followed up the following day.  Priority categories:   * Non-Injury Falls * “Off Legs” * UTI * Chest Infection | Ph: 01273 242117 Option 1  20:00-08:00, 7 days a week | SECAmb referrals only | ✓ |  | SCFT |
| **Brighton Station walk-in centre** | Primary care walk-in service for patients presenting with minor illness or injury, including x3 day prescriptions (see exclusions) emergency contraception and sexual health services.  Nurse led service with access to GPs | Open to all. Nurse led service with access to GPs.  Exclusions:   * Emergency/life threatening conditions * Ongoing/repeat medications * Controlled drugs * X-ray/imaging * Pregnancy and related * Children under one year * Suturing | Ph: 03333 210946  08:00–20:00, every day | All including patient self-referral | ✓ | ✓ | CareUK |
| **Crowborough Minor Injuries Unit** | Primary care walk-in service for patients presenting with minor injuries only.  Staffed by ENPs and specialist care practitioners | Assessment and treatment of minor injuries in adults and children (over 1 years old) including those requiring x-ray (specific times only).  Exclusions:   * Patients under one year * Illness. | Ph: 01892 337241  08:00–20:00, every day  X-ray available:  09:00-17:00, M-F | All including patient self-referral | ✓ | ✓ | SCFT |
| **Uckfield Minor Injuries Unit** | Primary care walk-in service for patients presenting with minor injuries only.  Staffed by ENPs and specialist care practitioners | Assessment and treatment of minor injuries in adults and children (over 1 years old) including those requiring x-ray (specific times only).  Exclusions:   * Patients under one year * Illness. | Ph: 01825 721501  08:00 – 20:00, every day  X-ray available:  09:00-17:00, M-S | All including patient self-referral | ✓ | ✓ | SCFT |
| **Palliative Care Team** | Holistic care for people living with and dying from life limiting illness. Assessment of physical, emotional, psychological and spiritual needs, as well as pain relief and the management of other symptoms.   * Support relatives and carers and provide expert advice to other health care professionals. * Hands on end of life care support (Hospice@Home) * Respite support * Specialist team of nurses, doctors, occupational therapists and social workers. | * Patients 18yrs+ with * Locally advanced / metastatic cancer with complex physical and / or emotional problems related to their disease * Other life limiting disease who have complex end of life needs.   Reference to the GSF Prognostic Indicator guidance and or the Supportive and Palliative Care Indicators Tool (SPICT) may help determine who these patients might be eligible | Ph: 01273 964164  Fax 01273 273450  Phone advice:  08.30- 16.30, M-F  08:00 – 16:00, W/E  Calls out of hours will be transferred to the Hospice.  On call consultant available for telephone support for health care professionals 24hrs. | Patient self-referral if known to the service. Otherwise healthcare professionals. Ensure GP is informed.  Visiting service Monday to Sunday. Hospice@Home 08:00 – 21:00 Ph: 01273 964164  Palliative Care Team 09:00-16:00 | ✓ |  | Palliative Care Partnership |
| **Community Respiratory Service (rapid response element)**  **(B&H)** | A multidisciplinary service providing specialist assessment and support for people with respiratory disease   * Including Rapid Response * Pulmonary Rehab * O2 Service \_ (respiratory and non-respiratory patients) | * Over 18 * Brighton and Hove GP * CT or spirometry confirmed diagnosis of ILD | Ph: 01273 265593  08:00-16:00, M-S (core service)  08:00-20:00, M-S (rapid response element) | Health care professionals including paramedic practitioners  Care Homes  Self-referrals from patients already known to the service | ✓ |  | SCFT |
| **Community Respiratory Service**  **(HWLH)** | A multidisciplinary service providing specialist assessment and support for people with respiratory disease   * Including Rapid Response * Pulmonary Rehab * O2 Service \_ (respiratory patients only) | * Over 18 * HWLH GP * CT or spirometry confirmed diagnosis of ILD | Referral via HSCC  09:00-17:00, M-F  No Rapid response element | Health care professionals including paramedic practitioners  Care Homes  Self-referrals from patients already known to the service |  | ✓ | SCFT |
| **Rapid Access Clinic for Older People**  **(RSCH & PRH)** | Assessment and treatment for elderly patients to avoid admission to hospital | * Over 70 (or under 70 if frail and would benefit from the service) * Patients must be able to transfer with minimal assistance * AND be safe to wait for the appointment (otherwise acute hospital attendance may be more appropriate) | Via PSL: 0300 130 3045  08:30-16:30, M-F | Any healthcare practitioner e.g. BSUH consultants, local GPs, Roving GP, Nurses, Physios, Paramedics (SECAmb), Community Short Term Services (SCFT & ASC). | ✓ | ✓ | BSUH |
| **Same day primary care appointments** | Access to appointments with a GP or primary care nurse for patients registered with a local GP. To enable the patient to be seen in the most appropriate place, by the most appropriate person | For 2 hour, 6 hours and 12 hour primary care dispositions.  Exclusions:   * Patients must be ambulatory (and able to visit a practice) * Emergency/life threatening conditions * Under 75 years * No home visits | Via NHS111  18:00-20:00, M-F  08:00-13:00, Sat  10:00-12:00, Sun & public holidays | All health care professionals via NHS111 | ✓ |  | HERE |
| **Urgent repeat prescriptions**  **(NUMSAS)** | For urgent medication requests for a medication that a patient has been previously prescribed | Patients must have been previously prescribed the medication | NHS111 is 24 hours  Patient will be directed to a local pharmacy which offers this service. Opening times will vary. | All including patients | ✓ | ✓ | Local pharmacy |
| **Community Pharmacy** | Offers expertise in medicines and advice on common clinical problems and healthy living. The following can be managed by local community pharmacies:   * Advice on how to use medicines/medication queries * Mil Acne * Minor Allergic reaction ( no wheezing/difficulty breathing, swollen face/ mouth/throat, nausea/vomiting, a fast heart rate, dizziness/feeling faint, difficulty swallowing, blue skin or lips) * Athlete’s Foot (except in diabetics/weakened immunity) * Insect Bites and Stings (not if 10cm or more around the bite is red/swollen) * Chlamydia treatment * Contact dermatitis * Cough and/or cold * Mild Cystitis (over 16 years) * Diarrhoea (under 50 years/not travelled abroad recently) * Ear wax, blocked ears, earache * Emergency hormonal contraception (13 years old +) * Eye problems (e.g. pain, redness, irritability, sticky/watery eyelids) * Adult Haemorrhoids (piles) * Gradual Hair loss * Hayfever * Head lice * Mouth ulcers (not undergoing chemotherapy / children under 10) * Nasal congestion * Repeat prescriptions * Scabies * Strains and sprains * Smoking cessation * Tattoos, birthmarks and moles * Teething * Threadworm * Vaginal discharge, itching or soreness (aged 17-59) * Warts/verrucas that are not recurring | Anyone | Opening times will vary (but most pharmacies will be open for at least 09:00-18:00)  For your nearest pharmacy:  [www.nhs.uk/service-search/pharmacy/locationsearch/10](http://www.nhs.uk/service-search/pharmacy/locationsearch/10)  For pharmacies providing Emergency Hormonal Contraception:  <http://brightonsexualhealth.com/wp-content/uploads/Pharmacies-providing-Free-EHC-Jun-2017.pdf> | Anyone | ✓ | ✓ |  |
| **Acute Admission Unit (previously AMU)** | Patients requiring planned admission for assessment of medical needs and/or planned procedures such as:   * Blood transfusions * Paracentesis * Thoracentesis/pleural tap | * Under 80 years (PSL will set up conference call with AAU consultant to establish whether admission is appropriate) * Over 80 years old (PSL will contact Care of the Elderly consultant)   Exclusions:   * Patients unable to wait 72 hours for admission/procedure | Via PSL: 0300 130 3045  08:00-20:00, 7 days a week | If the patient is accepted to AAU / EACU will contact the patient with the appointment details, but if transport is required, the referrer will need to contact PSL once the appointment details are known. | ✓ | ✓ | BSUH |
| **Roving GP** | Roving GP service provided across Brighton and Hove to housebound patients.  PSL will set up a conference call with the Roving GP to see if the patient is applicable for their service. | Any patient felt to benefit from a GP visit | Via PSL: 0300 130 3045  09:00-18:30, M-F  (last referral taken around 17:30)  Email care plan and discharge summary to: [Roving.gp@nhs.net](mailto:Roving.gp@nhs.net) | B&H GP practices | ✓ |  | IC24 |
| **Intravenous Therapy Team** | For referrals for IVAB. Generally antibiotic is required to be a once daily dose tough more is possible in certain circumstances | * Lower limb cellulitis only * B&H GP * Over 18 | Via PSL: 0300 130 3045  08:00-20:00, 7 days a week | Health Care Professionals | ✓ |  | SCFT |
| **Hospital at Home** | BSUH Consultant led discharge pathway | * Patient remains under the care of consultant * 18 and over * Predominately B&H but covers BSUH footprint | Accessed via the referral management hub (RMH)  07:00 to 22:00, 7 days a week  Ph: 01273 242117 option 1  Email:[referralmanagement.brighton-hove@nhs.net](mailto:referralmanagement.brighton-hove@nhs.net) | BSUH Consultant | ✓ | ✓ | SCFT |
| **DVT ultrasound appointments** | For patients with suspected DVT. Service can arrange ultrasound and manage anti-coagulation | * Patients must be ambulatory   Exclusions:   * Swelling in both legs * If patient has been scanned within last week (conference call with DVT service will be set up) | Via PSL: 0300 130 3045  08:00-20:00, 7 days a week  Appointments will be between: 09:00-16:30 | Health care professionals | ✓ | ✓ | BSUH |
| **TIA clinic** | Access to clinic at RSCH for patients with suspected TIA | Exclusions:   * with new stroke * with evolving, fluctuating or gradual onset of neurological signs * who are not able to transfer from chair to chair | Via PSL: 0300 130 3045  08:00-20:00, 7 days a week  Appointments will be between: 08:30-16:30 (may be next day), M-F | Healthcare professionals | ✓ | ✓ | BSUH |
| **Gynaecology** | For women with acute gynaecological symptoms.  To facilitate access to:   * Rapid Access Clinic (not an admission) * Early Pregnancy Unit (EPU) * Gynaecological Assessment Unit (GAU) | Exclusions:   * Patients that are not medically stable (NEWS2 score above 2) * Pregnant women over 14 weeks –(should be referred to the Labour Triage Ward) * Pregnant women under 6 weeks | Via PSL: 0300 130 3045  08:00-20:00, 7 days a week | Healthcare professionals | ✓ | ✓ | BSUH |
| **Emergency Dental Service** | Emergency dental advice and treatment appointments out of hours for temporary and urgent treatment | Only when daytime dental practices are closed. Appointment must be made – not a walk-in service. | Ph: 0300 024 2548  17:30-22:30, M-F  09:00-17:00, W/E | Anyone | ✓ | ✓ |  |
| **Falls prevention service** | Priority 2 and 3 fallers only  For urgent falls service contact Responsive Services | For specific falls intervention the patient must be 65 and over with a history of 1 or more falls in the last 12 months. If these criteria are not met but the patient is at high risk of falls then the referral will be triaged for the Advice/Education pathway. | Fax: 01273 242178  [Sc-tr-fallsServiceRef@nhs.net](mailto:Sc-tr-fallsServiceRef@nhs.net)  Referrals should be completed on approved referral forms and forwarded via post or fax. Referrals can also be emailed using secure email. | GP’s, health care professionals, relevant local authority staff, and the voluntary and independent sector | ✓ |  | SCFT |
| **Professional on Scene Line** | **Professional access** to GP out of hours for advice | For access to GP advice out of hours in relation to patients who cannot wait until the next working day | Ph: 0300 555 0104 | Health care professionals only including paramedic practitioners and qualified nurses in nursing homes (not rest homes) | ✓ | ✓ | IC24 |
| **Overnight nursing/sitting** | Night sitting support for patients or carers who require help over the night time period. Main criteria is patients who would otherwise be at risk on an inappropriate admissions to hospital, but support to carers looking after patients at the end of their life who are identified as requiring overnight respite are also a priority for this part of the service. | * Patient must be on caseload or previously known to the service * Brighton and Hove residents only   Exclusions:   * No new catheterisation unless palliative care * Do not attend nursing homes | Ph: 0300 555 0104  20:00-08:00, 7 days per week  After 19:30 on weekdays and at weekends email:  [Ic24.overnightnurses@nhs.net](mailto:Ic24.overnightnurses@nhs.net)) | Health care professionals only | ✓ |  | IC24 |
| **Integrated Night Service**  **(East Sussex)** | Support provided within clients own home to prevent crisis in community or admission to acute services. Support may be clinical or social care led (e.g. personal care, catheter change, palliative support, assistance after a fall)  Teams operate in each of the 3 CCG areas (Hastings & Rother, Eastbourne, Hailsham & Seaford and Lewes, Havens & High Weald) | * Patients must be * Over 18 * 16-18 year olds on case by case basis * Living within E Sussex or registered with GP in E Sussex | Referral via HSCC  Ph: 0300 678 0100  22:00-08:00, 7 days per week  [Esh-tr-ins-111@nhs.net](mailto:Esh-tr-ins-111@nhs.net)  Crisis Intervention: Visit within 2 hours (a nurse will make contact with the patient to confirm the referral has been received within 30 mins)  Non Urgent: Within 4 hours | GP, healthcare professionals, 111 |  | ✓ | East Sussex Adult Social Care |
| **Possability People – Link Back service** | Link Back is a free service for anyone over the age of 55 who has had a recent hospital admission.  On your return home, they can help:  • Find practical help to make life easier  • Get information, support and advice | Brighton and Hove resident  Over 55 years old  No significant alcohol or drug dependence  No significant risk to staff visiting patient | Ph: 07795 905740  [Linkback@possabilitypeople.org.uk](mailto:Linkback@possabilitypeople.org.uk) | Patient or carer self-refer. Any healthcare professional | ✓ |  | Possability People |
| **Age UK** | Crisis and enablement service for older people – two levels/types of support | Includes patients in Brighton and Hove and Portslade | Ph: 01273 720603  [info@ageuk-bh.org.uk](mailto:info@ageuk-bh.org.uk)  Every day – 9-5 | Patient, carer, or health care professional | ✓ |  | Age UK |
| **Integrated Primary Care Teams** | Community Nursing Teams accessed by locality | * B&H GP * Over 18 * No urgent response service | Ph: 01273 242117 Opt 2 (asked to be transferred to East /West /Central locality)  08:00-20:00, 7 days per week  East: [Sc-tr.eastlocality@nhs.net](mailto:Sc-tr.eastlocality@nhs.net)  West: [Sc-tr.westlocaltiy@nhs.net](mailto:Sc-tr.westlocaltiy@nhs.net)  Central: [Sc-tr.centrallocality@nhs.net](mailto:Sc-tr.centrallocality@nhs.net) | Health care professionals only including paramedic practitioners and qualified nurses in nursing homes (not rest homes) | ✓ |  | SCFT |
| **Urgent Home Care** | Supports Integrated Primary Care Teams and primary care to prevent avoidable admission | Patients suitable for admission avoidance  Exclusions:   * Patients living outside Brighton and Hove * Mobile patients able to access GP | Accessed via the referral management hub (RMH)  Ph: 01273 242117 option 1  09:00–17:00, M-F  Email:[referralmanagement.brighton-hove@nhs.net](mailto:referralmanagement.brighton-hove@nhs.net) | Primary care | ✓ |  | Coastal Home Care Agency |

**Homeless Services**

| **Service** | **Description** | **Eligibility** | **Referral route and opening hours** | **Who can refer** | **B&H CCG** | **HWLHCCG** | **Provider** |
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| **Hospital In-reach Pathway Team**  **(RSCH)** | The team supports discharge planning and connection with primary and community care services to minimise DTOC and risk of readmission. | * Homeless and / or rough sleeper | Based on the acute floor at RSCH  **Weekdays:**   * 3x GP sessions * 10x discharge & advocacy worker sessions   **Weekends:**   * 1x on-call clinician session * 1x discharge & advocacy worker session | RSCH Staff | ✓ |  | Pathway Charity |
| **Hospital In-reach Specialist Nurse**  **(RSCH)** | Specialist nurse who supports assessment and discharge planning. Works closely with the hospital teams and Pathway partners to ensure effective discharge planning and ongoing support in the community. Links with other SPFT specialist services as required to ensure health inclusion (e.g. respiratory, end of life care, intermediate care etc.) | * Homeless and / or rough sleeper * Patients with complex and long term conditions * Living in the community * May require support to access hostels and/or emergency and temporary accommodation | Based on the acute floor at RSCH  **Weekdays:**   * 3x GP sessions * 10x discharge & advocacy worker sessions   **Weekends:**   * 1x on-call clinician session   1x discharge & advocacy worker session | RSCH Staff | ✓ |  | SCFT |
| **First Base**  **(B&H)** | First Base offers a range of services to support people who are sleeping rough or insecurely housed in the city  Support with accommodation, health and social services | * Homeless and / or rough sleeper | St Stephen’s Hall, Montpelier Place, Brighton, BN1 3BF  01273 326844  https://www.bht.org.uk/services/first-base-day-centre/ | First Base is an ‘open door’ day centre which means that anyone can use the service at certain times | ✓ |  | Own charity |
| **Newhaven Advice Service** | Information, advice and food bank.   * Assess your need for a food parcel and if eligible offer a pack of non- perishable food items * Help you to access information * Refer you to generalist and specialist advice about benefits, debt and housing * Our Community Navigators help link you with the right local services to solve any problems you may face, get involved in the community or improve your health and well-being. | Community navigators cover individuals living within the Havens area only. | 31a High Street, Newhaven  10am -1.30pm Monday to Friday  For appointments call: 01273 516032 or email [enquiries.info@sussexcommunity.org.uk](mailto:enquiries.info@sussexcommunity.org.uk) | Anyone |  | ✓ | SCDA |

**Mental Health Services**

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| **The Haven**  (Crisis Assessment Unit) | 24/7 mental health crisis assessment unit and police single point of contract for S136 pathway. The service offers:   * Extended crisis assessment * Identification of alternatives to hospital admission * Alternative to A&E attendance | * Adults aged 18 years and over * Resident / registered with a GP in Sussex * Not subject to Mental Health Act * Medically fit and does not require urgent or emergency physical health care or assessment * Adults must agree to attend The Haven * Must not be intoxicated and their decision making is not impaired | Ph: 0300 304 0220  24/7  Referrals should be made by phone.  The Haven  Mill View Hospital  Nevill Avenue  Hove  BN3 7HZ  Email: [havenatmillview@spft.nhs.uk](mailto:havenatmillview@spft.nhs.uk) | Any Sussex Partnership urgent or crisis team across Sussex and neighbouring mental health trusts.  External referrals are accepted from:   * SECAmb * Sussex Police * SCFT * Acute hospitals (via Mental Health Liaison Team or MH Senior Nurse Practitioner) * Other partner organisations including primary care where the person would otherwise be directed to A&E | ✓ | ✓ | SPFT |
| **Mental Health Assessment and Treatment Service (ATS)**  Mill View Hospital (West Hub)  East Brighton Community Mental Health Centre (East Hub) | Adult Community Mental Health Service is provided by the Assessment and Treatment Service (ATS), which includes the Specialist Older Adult Mental Health Service (SOAMHS) assessment and treatment.  The service provides specialist assessment and a full range of specialist support and treatment to help people maintain their mental health | * Age of 18 and over * For people who are experiencing moderate to severe mental health issues | Ph: 01273 621984  09:00 - 17:00, M-F  For routine referrals - assessment within 28 days of receipt of the referral  GPs should send routine referrals via ERS.  Other referrers can email a referral to:  [SPNT.referralats@nhs.net](mailto:SPNT.referralats@nhs.net)  For urgent referrals needing assessment within 5 days, the referrer (including GPs) should phone:  0300 304 0095  and follow up with an email to:  [SPNT.referralats@nhs.net](mailto:SPNT.referralats@nhs.net)  After 5pm urgent referrals can be made by phoning MHRRS:  0300 304 0078 | GPs, Wellbeing Service, Social Services, local hospitals and A&E. | ✓ |  | SPFT |
| **Mental Health Rapid Response Service (MHRRS)** | This is a 24 hour, 365 day a year service for people requiring urgent mental health support. The service offers a rapid response but is not an emergency response.  The service is for people who are at significant risk of harming themselves or others; severe risk of self-neglect; severe risk of neglect of dependants; suicidal ideation where there is a specific plan and intention to act, or where there is a risk of impulsive actions that could result in a suicidal act.  Staff will provide advice and support including safety planning and signposting within 30 minutes of a call.  A face to face assessment will be arranged within 4 hours where clinically appropriate. | * Age 18 and over * Currently in Brighton and Hove, although their home and GP may be elsewhere. * Current service user of the Assessment and Treatment Service (ATS) will need to phone the relevant team during office hours for support. * Anyone needing medical attention will need to attend A&E in the first instance * In some cases the team would not assess someone if they have used drugs or alcohol and are intoxicated to the degree that the team would not get an accurate picture of the person’s mental health at that time. In this case we would make a safety plan and agree a suitable time for an appointment later. * The only exception is people with dementia. | Ph: 0300 304 0078  08:00 to 22:00 Weekdays  10:00 to 22:00 Weekends  Overnight the phone line is answered by a designated support worker in the Mental Health Liaison Team. This worker can offer support and advice and arrange assessment with MHRRS the following day if needed or at A&E if the need is more urgent. | Referrals can be made by individuals, friends / family / carer’s or other professionals involved in their care including GPs, Police, SECAMB, Fire Service, Housing, Front door for families | ✓ |  | SPFT |
| **Mental Health Liaison Service**  **(RSCH)** | Adult face to face and telephone support at RSCH for staff only | * ED or inpatient wards * Patients presenting with concerning mental health symptoms | Ph: 01273 696955 ext 4248, Bleep 8484  24/7 | RSCH staff | ✓ | ✓ | SPFT |
| **Mental Health Liaison Service**  **(PRH)** | Adult face to face and telephone support at PRH for staff only | * ED or inpatient wards * Patients presenting with concerning mental health symptoms | Ph: 01444 441881  09:00-21:00, 7 days per week  Out of hours SNP & duty doctor offer cover from Langley Green Hospital:  Ph: 01293 590400 | PRH staff | ✓ | ✓ | SPFT |
| **Crisis Resolution and Home Treatment Team**  **(B&H)** | Adult mental health home treatment service.  Providing short term intensive treatment as an alternative to or to prevent hospital admission. | * 18 years and over * In mental health crisis and assessed as being treatable in home environment as an alternative or to prevent admission | Ph: 0300 304 0081  08:30-22:00  Shift Co-ordinator: 07795 335 829  Out of Hours contact MHRRS:  Ph: 0300 304 0078 | Mental health professionals | ✓ |  | SPFT |
| **Crisis Resolution and Home Treatment Team**  **(Eastbourne Team)** | Adult mental health home treatment service.  Providing short term intensive treatment as an alternative to or to prevent hospital admission.  Additional Urgent Care Lounge can be accessed for patients needing urgent out of hours support. | * 18 years and over * In mental health crisis and assessed as being treatable in home environment as an alternative or to prevent admission | Ph: 01323 438279  24/7 | Mental health professionals |  | ✓ | SPFT |
| **Paediatric Mental Health Liaison Service**  **(RACH)** | Based at Royal Alexandra Hospital. Provides support to staff at RACH for CYP who attend and/ or admitted to RACH who have mental health needs. The service provides signposting and/ or support to patients within Specialist CAMHS service, within the community, as well as supports timely discharge**.** | 17 and younger.  Able to signpost to other agencies too.  A risk assessment is carried out within 2 hours of referral by RACH staff (in hours when team operate) and by 10am the next day if CYP attends/ admitted overnight. | Ph: 01273 696955 Ext 2414 (please leave a message as bleep is still on order)  Emergencies outside hours call PRH on call Psychiatrist for CAMHS:  Ph: 01444 441881  Referral pathway accessed via SCFT  Hours: 9am-8pm Mon  –Fri and 10am-6pm Sat, Sun and bank holidays | The service works with staff in ED as well as all wards in RACH. | ✓ | ✓ | SPFT |
| **IAPT / Wellbeing Service** | One to one talking therapies including CBT, group therapy, and online guided self-help. Counselling/therapy available for:   * Low mood / tearfulness * Feeling ‘down’ * Being snappy or irritable * Feeling stressed * Problems with worry or anxiety * Panic attacks * Poor sleep * Problems with ‘mood’ | Anyone | Mon – Fri  08:00 – 18:00  Ph: 0300 002 0060  [www.brightonandhovewellbeing.org/adults-self-referral](http://www.brightonandhovewellbeing.org/adults-self-referral) |  |  |  |  |

**Sexual Health / Pregnancy Services**

| **Service** | **Description** | **Eligibility** | **Referral route and opening hours** | **Who can refer** | **B&HCCG** | **HWLHCCG** | **Provider** | |
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| **British Pregnancy Advice Service (BPAS)** | National organisation with a branch in Brighton. It offers:   * Pregnancy testing and advice * Counselling around pregnancy options * Contraception advice * Miscarriage advice and treatment * Foetal anomaly care * Pregnancy termination/abortion * Pre-abortion STI testing * Post-abortion counselling and contraception | * Any female over the age of 12 experiencing an unplanned and/or unwanted pregnancy   Excluding:   * Anyone who is not pregnant and has not previously had a terminated pregnancy * Anyone wanting a scan for possible miscarriage | 24/7  Ph: 03457 30 40 30  [www.bpas.org](http://www.bpas.org)  Brighton Clinic:  Tuesday – Friday  08:00 – 16:00 | Anyone | ✓ | ✓ | | BPAS |
| **Midwifery Department**  (RSCH & PRH) | Hospital based maternity service and community based maternity services (including home births). The service also provides specialist support for:   * Smoking cessation * Drug & alcohol use * Support following miscarriage / still birth / neonatal death * Support for traumatic labours within the last year * Support for longstanding severe fear of childbirth * Mental health * Pregnancy loss * Domestic abuse * Travellers * Teenagers | * Pregnant women who have been pregnant for 6 weeks or more | 24/7  Appointments are available at varying times.  Community midwives: 01273 664794  [www.mypregnancymatters.co.uk](http://www.mypregnancymatters.co.uk) | Anyone | ✓ | ✓ | | BSUH |
| **Sexual Health & Contraception Service (SHAC)** | Free & confidential service providing sexual health screening, testing, advice & health promotion. Services include:   * Emergency contraception * Coil fitting & implants * Testing & treatment for STI’s (including chlamydia screening) * HIU testing | Anyone  The service does not provide:   * Contraceptive pill & repeat prescriptions * Erectile dysfunction support * Smear tests | Walk-in and bookable appointments. Clinic times vary across 3 locations  [www.brightonsexualhealth.com](http://www.brightonsexualhealth.com)  Ph: 01273 242091 or 01273 523388 | Anyone | ✓ |  | |  |
| **Sex, Worries and You Clinic** | Drop in clinic for under 24-year olds. The service offers:   * Emergency contraception * Pregnancy testing * Advice on contraception * Coil and implant fitting * Advice, testing and treatment for STI’s | * Aged 24 and under * Registered with a GP in B&H | Portslade Health Centre:  Wednesdays  15:30 – 17:30  [www.portsladehealthcentre.co.uk/clinics-and-services.aspx](http://www.portsladehealthcentre.co.uk/clinics-and-services.aspx)  Park Crescent Health Centre:  Tuesdays  15:00 – 17:30  [www.parkcrescenthealthcentre.nhs.uk/page1.aspx?p=1&t=1](http://www.parkcrescenthealthcentre.nhs.uk/page1.aspx?p=1&t=1)  St Peter’s Medical Centre:  Mondays  15:00 – 17:00  [www.stpetersmedicalcentre.co.uk/](http://www.stpetersmedicalcentre.co.uk/) | Anyone | ✓ |  | |  |
| **Brighton Station Sexual Health Clinic** | * Full sexual health screening (including HIV testing) and treatment * Diagnosis of bacterial vaginosis and thrush * Assessment and treatment of genital warts * Repeat contraceptive pill prescriptions * Emergency contraception   The service does not provide:   * Post Exposure Prophylaxis (PEP) for HIV * Long-acting contraceptives (e.g. coil) * Long-term management of conditions (e.g. HIV) * Cervical smear tests * Liquid nitrogen treatment for warts | Anyone | Ph: 0333 321 0946  Drop in available 09:00 – 11:40 and 14:30 – 18:30  Pre-booked appointments available from 08:00 – 08:40 13:30 – 14:10 | Anyone | ✓ | ✓ | | CareUK |

**Carers Services**

| **Service** | **Description** | **Eligibility** | **Referral route and opening hours** | **Who can refer** | **B&HCCG** | **HWLHCCG** | **Provider** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **The Carers Hub**  **(B&H)** | The Carers Hub provides information, advice, support and access to range of dedicated services for unpaid carers within the City. Carers can access:   * Information and Advice * Carers Discount Card * Carers Emergency Plans * Peer Support Groups * Carers Assessments * Personal Budgets * Carers Assessment Workers * Dedicated dementia support * Young Carers Project * Carers Reablement Project * Equipment / Telecare / Assisted technology * My Health Matters | The service supports anyone who is providing care and support to another adult or child, due to that persons physical or mental health needs, including:   * Parent Carers * Young Carers * Adult Carers | [www.carershub.co.uk](http://www.carershub.co.uk)  [info@carershub.co.uk](mailto:info@carershub.co.uk)  01273 977000 | Anyone | ✓ |  | * Carers Centre * Alzheimer’s Society * Crossroads Care * Adult Social Care (BHCC) |
| **Carer’s Centre** | A charity working with unpaid carers, resident within Brighton and Hove, or caring for someone who lives in Brighton and Hove. | * Unpaid carer for a friend or family member who due to disability, illness, mental health problem, or addiction cannot cope without support * Resident in B&H / caring for someone who lives in B&H | Ph: 01273 746222  [www.thecarerscentre.org](http://www.thecarerscentre.org) | Anyone | ✓ |  | The Carers Centre |
| **Carers Respite Emergency Support Scheme (CRESS)** | CRESS allows carers to create an emergency plan and notification system for support in the event of the primary carer becoming ill, having an accident or emergency. | * 18 years of age and over * Resident in East Sussex | Ph: 01323 644422  Carers registered with the scheme will have a carers card with a unique reference number linked to their plan.  Those not previously registered with the scheme can sign up via Care for the Carers: 01323 738390 (if it is not a current emergency).  Or in the event of an emergency they should contact Health and Social Care Connect: 0345 60 80 191. | Self-referral |  | ✓ | * WELbeing (WEL) * Care for the Carers * East Sussex CC Adult Social Care |
| **Carers Prescription** | Care for the Carers can receive a Carer Prescription and make contact within a day and offer advice, information about support from CftC or other partner organisations that supports carers. Partner organisations include:   * Association of Carers * Southdowns Housing Ambitions Service * Adult Social Care * POhWER * CGL Star * Alzheimer’s Society * HARC * British Red Cross * Coastal Wellbeing * Imago * Carers Breaks Service | * Unpaid carers * Living within / caring for someone within East Sussex | A copy of the ‘Carers’ Prescription’ should be completed by the healthcare professional.  The Carers’ Social Prescription Form is embedded within the DXS Referral System (EH&S CCG and H&R CCG) and the Map of Medicine System (HWLH CCG). Or you can also request a copy of the form by email.  Email completed forms to:  [cftc.eastsussex@nhs.net](mailto:cftc.eastsussex@nhs.net)  For urgent referrals call: 01323 738390 (M-F 9:00-17:00) | Any healthcare professional |  | ✓ | Care for the Carers |

**Non-urgent Services**

| **Service** | **Description** | **Eligibility** | **Referral route and opening hours** | **Who can refer** | **B&HCCG** | **HWLHCCG** | **Provider** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Hospital Rapid Discharge Team**  **(RSCH)** | Admission Avoidance team at the front door of A&E, CDU/SSW and AAU at PRH | * Any safeguarding, child protection or self-neglect concerns * Patient is a main carer * Patient is confused * Patient has a learning disability * Chronic decline in cognition prior to admission * Assessed by nursing staff as not at baseline of function or unsafe when mobilising or transferring * Palliative patient * SOB with Respiratory condition or heart failure * Over 75 with Musculoskeletal injury or pain * Over 75 with dislocation or fracture with reduced function * Over 75 with HAP or CAP * Over 75 with UTI * Over 75 Mechanical fall * Over 75 with long term condition impacting on mobility | Ph: 01273 696 955 ext 3434  Bleep: 8831  08:00–18:00, 7 days per week | Front door staff (e.g. A&E, CDU, RAMU) and Social Care | ✓ | ✓ | | BSUH |
| **Hospital Rapid Discharge Team**  **(PRH)** | Admission Avoidance team at the front door of A&E, CDU and RAMU at PRH | * 18 years and over | A&E front door at PRH  08:00-20:00, 7 days per week  [sc-tr.hrdteam-prh@nhs.net](mailto:sc-tr.hrdteam-prh@nhs.net)  Therapist bleep number: 6608 / 6032 (contact via switch)  Nurse assessor / Liaison role (In patient rehab assessments) bleep number: 6165. | Front door staff (e.g. A&E, CDU, RAMU) and Social Care | ✓ | ✓ | | SCFT |
| **Physiotherapy (hand & wrist)** | Self-referral service for hand & wrist physiotherapy. | * Patients registered to any B&H GP * B&H residents * Adults only (17 years & over) * Musculoskeletal conditions affecting the wrist and hand that may require physio / specialist services / secondary care   Exclusion criteria:   * Pins & needles / numbness affecting both hands * Significant swelling or bruising associated with a recent fall * New lumps or bumps on hands or wrists * History of cancer within last 5 years * Unexplained weight loss * Feeling unwell/fever * Unsteady on feet | 24/7  [www.sussexmskpartnershipcentral.co.uk/hand-and-wrist](http://www.sussexmskpartnershipcentral.co.uk/hand-and-wrist)  Online self-referral / via GP referral  Paper copies available from GP, physio department or call MSK Partnership: 0300 3038063 | Self-referral / GP | ✓ |  | | Sussex MSK Partnership |
| **Physiotherapy (MSK)** | Self-referral service for physiotherapy for MSK | * Patients registered to any B&H GP * B&H residents * Adults only (16 years or over) * Musculoskeletal conditions (muscles, joints, bones) * Sciatica and nerve pain   Exclusion criteria:   * Neurological conditions (e.g. Stroke / MS) * Requires Podiatry / Foot Health services * Requires Falls / Osteoporosis Service * Housebound / unable to attend outpatient appointments * Receiving respiratory physiotherapy * Change in bladder function * Loss of bowl control * Altered sensation around genitals or back passage * Loss of sexual function * Pins & needles / numbness in both legs * History of cancer in last 5 years * Unexplained weight loss * Feeling unwell / fever * Unsteady on feet | 24/7  [www.sussexmskpartnershipcentral.co.uk/physiotherapy](http://www.sussexmskpartnershipcentral.co.uk/physiotherapy)  Online self-referral or via GP  Paper copies available from GP, physio department or call MSK Partnership: 0300 3038063 | Self-referral / GP | ✓ |  | | Sussex MSK Partnership |

**Web and phone based**

| **Service** | **Description** | **Referral route and opening hours** |
| --- | --- | --- |
| **Community Base** | Community and voluntary sector base for a number of CV organisations | <http://www.communitybase.org/services> |
| **Age UK** | Free and confidential information and advice service for older people, their families and carers | Ph: 01273 720 603  10:00–16:00  [info@ageuk-bh.org.uk](mailto:info@ageuk-bh.org.uk)  [www.ageuk.org.uk/brightonandhove/our-services/information-advice/](http://www.ageuk.org.uk/brightonandhove/our-services/information-advice/) |
| **East Sussex Community Information Service** | Database of local and community information | [www.escis.org.uk](http://www.escis.org.uk) |
| **1Space** | Directory of care, support and wellbeing services mainly for adults. | <https://1space.eastsussex.gov.uk/> |
| **Pavilions drug and alcohol services** | Pavilions provides drug & alcohol services for Brighton & Hove. Support is available to anyone concerned about their drug or alcohol use, or for the families & carers supporting those struggling with substance misuse. | Ph: 01273 731900 or 0800 014 9819  09:00-17:00, M-F  09:00-19:00, Thurs  10:00-13:00, Sat  Outside of these hours, a comprehensive voice message will give details of out of hour’s services.  All new referrals will go through the Richmond House office. Please ring us, or complete the referral form and return it via post, or email below:  <http://www.pavilions.org.uk/index.php/download_file/view/674/>  [referrals@pavilions.org.uk](mailto:referrals@pavilions.org.uk)  Pavilions, Richmond House, Richmond Road, Brighton, BN2 3RL |
| **Ageing Well Service**  **For people aged 50+ at risk of loneliness and isolation** | The Ageing Well Service provides one phone number where professionals, carers and older people can call and speak to a well-informed team member to get the information they need to ensure older people get the best from life in the City and improve and maintain their health and wellbeing.  In addition to ensuring information and advice is more readily available to older people, Ageing Well brings the additional benefits of simple onward referral to services, group activities, befriending, and volunteering opportunities. | Ph: 01273 322947  [ageingwellbh@impact-initiatives.org.uk](mailto:ageingwellbh@impact-initiatives.org.uk)  [www.ageingwellbh.org](http://www.ageingwellbh.org) |
| **Brighton and Hove Healthy Lifestyles Team** | Providing a single point of access to a wide range of healthy lifestyle services for people living and working in Brighton & Hove.  Support that can be that can be accessed via this route includes:   * Health Trainers * Smoking Cessation Support * Weight Management Support provided by BeeZee Bodies * Increasing Physical Activity (Active for Life and Healthwalks Programmes) * Health Checks * Work Place Wellbeing Checks * Signposting, support and information to access other healthy lifestyle services in the city | Ph: 01273 294589  Email: [healthylifestyles@brighton-hove.gov.uk](mailto:healthylifestyles@brighton-hove.gov.uk)  An online referral form can be found at:  <https://www.brighton-hove.gov.uk/content/health/your-healthy-lifestyle/make-a-healthy-lifestyles-referral> |

**GP by-pass numbers – for CLINICIAN-to-CLINICIAN conversations ONLY**

**Brighton and Hove**

|  |  |  |
| --- | --- | --- |
| **Practice Name** | **By-Pass No** | **Hours open** |
| Albion Street Surgery | 01273 605497 | 0800-1830 Mon - Fri excl bank hols |
| Allied Medical Practice (School House Surgery) | 01273 387080 | 0800-1830 Mon - Fri excl bank hols |
| Arch Practice (homeless practice prev. Morley Street) | Do not have a bypass number | 0800-1830 Mon - Fri excl bank hols |
| Ardingly Court Surgery | 01273 686100 | 0800-1830 Mon - Fri excl bank hols |
| Beaconsfield Surgery | 01273 852430 | 0800-1830 Mon - Fri excl bank hols |
| Benfield Valley Healthcare Hub | 07730286172 | 0800-1830 Mon - Fri excl bank hols |
| Brighton Health & Wellbeing Centre | 07766302810 | 0800-1830 Mon - Fri excl bank hols |
| Brighton Station Health Centre (incl. Practice Plus) | 07435 750952 | 0800-1830 Mon - Fri excl bank hols |
| Broadway Surgery | 01273 666923 | 0800-1830 Mon - Fri excl bank hols  Closed between 1-3pm |
| Carden Surgery | 01273 500156 | 0800-1830 Mon - Fri excl bank hols  Closed between 1-1:30pm |
| Hove Medical Centre | 01273 413666 | 0800-1830 Mon - Fri excl bank hols |
| Links Road Surgery | 01273 420505 | 0800-1830 Mon - Fri excl bank hols |
| Matlock Road Surgery | 01273 557504 | 0800-1830 Mon - Fri excl bank hols |
| Mile Oak Medical Centre | 01273 426232 | 0800-1830 Mon - Fri excl bank hols |
| Montpelier Surgery | 01273 778035 | 0800-1830 Mon - Fri excl bank hols |
| New Larchwood Surgery | 01273 500156 | 0800-1830 Mon - Fri excl bank hols  Closed between 1-1:30pm |
| Park Crescent Health Centre | 01273 523633 | 0800-1830 Mon - Fri excl bank hols |
| Pavilion Surgery | 01273 670148 | 0800-1830 Mon - Fri excl bank hols |
| Portslade Health Centre | 01273 431032 | 0800-1830 Mon - Fri excl bank hols |
| Preston Park Surgery | 01273 507401 | 0800-1830 Mon - Fri excl bank hols |
| Regency Surgery | 01273 600813 | 0800-1830 Mon - Fri excl bank hols |
| Saltdean and Rottingdean Medical Practice | 01273 300217 (Saltdean) 01273 391750 (Rottingdean) | 0800-1830 Mon - Fri excl bank hols |
| Ship Street Surgery | Do not have a bypass number | 0800-1830 Mon - Fri excl bank hols |
| St Luke's Surgery | 01273 307571 | 0800-1830 Mon - Fri excl bank hols |
| St Peter's Medical Centre | 01273 878060 | 0800-1830 Mon - Fri excl bank hols |
| Stanford Medical Centre | 07599 989395 (emergencies only) | 0800-1830 Mon - Fri excl bank hols |
| The Avenue Surgery | 01273 648570 | 0800-1830 Mon - Fri excl bank hols |
| The Charter Medical Centre | 01273 224863 | 0800-1830 Mon - Fri excl bank hols |
| The Haven Practice | 01273 540161 | 0800-1830 Mon - Fri excl bank hols |
| The Seven Dials Medical Centre | 01273 770753 | 0800-1830 Mon - Fri excl bank hols |
| Trinity Medical Centre | 01273 724648 | 0800-1830 Mon - Fri excl bank hols |
| University of Sussex Health Centre | 01273 249005 | 0800-1830 Mon - Fri excl bank hols |
| Warmdene Surgery | 01273 545948 | 0800-1830 Mon - Fri excl bank hols |
| Wellsbourne Health Centre | 01273 974932 | 0800-1830 Mon - Fri excl bank hols |
| Wish Park Surgery | 01273 721887 | 0800-1830 Mon - Fri excl bank hols |
| Woodingdean Medical Centre | 01273 304189 | 0800-1830 Mon - Fri excl bank hols |

**High Weald Lewes Havens**

|  |  |  |
| --- | --- | --- |
| **Practice Name** | **By-Pass No** | **Hours open** |
| Anchor Field Surgery | 01273 813915 | 0800-1830 Mon – Fri excl bank hols |
| Ashdown Forest Health Centre | 01323 828789 | 0800-1830 Mon – Fri excl bank hols |
| Beacon Surgery | 07580 016611 | 0800-1800 Mon – Fri excl bank hols |
| Belmont Surgery | 01892 782328 | 0800-1830 Mon – Fri excl bank hols |
| Bird in Eye Surgery | 07741902269 | 0800-1830 Mon - Fri excl bank hols |
| Buxted Surgery | 01825 733981 | 0800-1830 Mon – Fri excl bank hols |
| Chapel Street Surgery | 01273 517200 | 0800-1830 Mon – Fri excl bank hols |
| Groombridge & Hartfield | 01892 861684 | 0800-1800 Mon – Fri excl bank hols |
| Heathfield Surgery | 01435 869295 | 0800-1830 Mon – Fri excl bank hols |
| Manor Oak Surgery | 07858 627292 | 0815-1800 Mon – Fri excl bank hols |
| Meads Surgery | 01825 767520 | 0800-1830 Mon – Fri excl bank hols |
| Meridian Surgery | 01273 585752 | 0800-1830 Mon – Fri excl bank hols |
| Mid-Downs Medical Practice | 01825 724140 | 0800-1830 Mon – Fri excl bank hols |
| Quayside Medical Practice | 01273 612912 | 0830-1800 Mon – Fri excl bank hols |
| River Lodge Surgery | 01273 409500 | 0800-1830 Mon – Fri excl bank hols |
| Rotherfield Surgery | 01892 853286 | 0800-1830 Mon – Fri excl bank hols |
| Jarvis Brook [branch Rotherfield] | 01892 610100 | 0800-1830 Mon – Fri excl bank hols |
| Rowe Avenue Surgery | 01273 579509 | 0800-1800 Mon – Fri excl bank hols |
| Saxonbury House Surgery | 01892 603151 | 0830-1830 Mon - Fri excl bank hols |
| School Hill Surgery | 01273 406073 | 0800-1830 Mon – Fri excl bank hols |
| St Andrews Surgery | 01273 476217 | 0830-1830 Mon – Fri excl bank hols |
| Woodhill Surgery | 01435 873717 | 0800-1830 Mon – Fri excl bank hols |