How do I contact the Team?
The Team can be contacted directly at any time of the day or night, 365 days a year.

TELEPHONE: 07818421576

Anyone can contact the team including:
• Patient themselves
• Carers or relatives
• Nurses
• GPs
• North East Ambulance Service
• Social Services
• Nursing / Residential Homes

General Information
Sunderland Teaching Primary Care Trust.
What you can expect from us?

As an NHS Trust we aim to continually improve our service and invite feedback to help with this. Therefore we would like to hear from you.

You may wish to give your feedback to the person or service directly providing your care. To contact the Trust please telephone 01915297000
Trust Website address:
www.sunderland.nhs.uk/teachingpct

As a patient, relative or carer sometimes you need to turn to someone for advice and support.

This is where we are here to help:
Patient Advice and Liaison Service (PALS) Free phone – 08007312326

What we expect from you

STPCT staff will treat everyone fairly and consistently, with dignity and respect. Staff, in return, hope that you will treat them in the same way, which will ensure we are all free from undue stress and anxiety.

This leaflet can be provided in other formats and languages on request.

Date: June 2005
Author: Modern Matron
Code:
**What is the 24/7 Rapid Response Team?**

We are a multi-agency team providing a rapid response service to help people recovering from illness or injury.

We aim to reduce unnecessary admissions to hospital and provide treatment and arrange services to support you at home.

We also support people who have been in hospital for up to 7 days towards early discharge.

We provide an out-of-hours nursing service for patients between 5pm and 8am who may have been referred by the District Nurse.

We visit patients aged over 18 years, who must be registered with a GP in the City of Sunderland.

**Who is in the Team?**

- Nurses with a range of skills to be able to support you at home.
- Social Worker
- Physiotherapist
- Occupational Therapist
- Care support staff

They are also able to refer to other services if necessary for example, the Community Warden Service, or Consultant Clinics.

**What does the service provide?**

- Assessment of your needs to help you recover from illness or injury.
- Care by the team for up to 7 days – for example, to administer treatments such as antibiotic injections, monitoring of your condition, help with personal care.
- Support in any ‘flare up’ of a chronic illness.
- Physiotherapy to help with recovery as appropriate.
- Occupational Therapist assessment and treatment to help recovery when needed.
- Social Service assessment for longer term care needs.

The team will plan your care with you and arrange how often they need to visit you.

In some cases patients may need to be admitted to hospital, or Care Home for a short time for some extra support. If this is necessary, the team will discuss this fully with you and make the necessary arrangements.

If you agree to treatment at home from the team you will be asked to sign a consent form.

**When should I call?**

You can call the team direct if you have any queries regarding your care – some examples may be:

- If you are receiving injected antibiotics and you experience any pain or discomfort around the injection site.
- If your condition deteriorates.
- If you are worried and need advice.

*Between 5pm and 8am*

- If you have a catheter and it has stopped draining.
- If you have a wound dressing which has come off.