

Service Name	Area service delivered (B, H or R)	Inclusion/Exclusion Criteria of service provision	Description	Opening Hours	Patients access/refer	How to access/refer Click link for details i.e. criteria, referral forms, contact details etc.
CPCS	BHR	Only specific conditions suitable for referral within symptom groups - see CPCS tab	The service connects patients who have a minor illness with a community pharmacy Many patients who would normally be advised to attend general practice can be successfully diverted to community pharmacies freeing up capacity	Open daily	CPCS is a referral from the reception/Care Navigator team	Referrals on clinical system under consultations
Access Hubs	BHR	On the day GP appointments	Evening and weekend on the day GP appointments	weekday evening between 6.30pm to 10pm and between 8am to 8pm on weekends and bank holidays.		Patients that live in Barking and Dagenham or Havering you can get an evening or weekend appointment by calling 020 3770 1888 from 8am to 8pm every day. In Redbridge call 020 3649 4499 or, if you can't wait till the next day or following Monday, by calling 111 out of hours.
Community Treatment Team (CTT)	BHR	Referrals can be made by anyone - self referral can be made by patients or through their carers direct to the service. Referrals can also be made via GPs and healthcare professionals direct to the service. All calls will be triaged by a nurse or therapist before acceptance to assess if they are suitable for the service and ensure appropriate care is provided.	CTT works with adults in the community with an acute physical need who could potentially be treated at home i.e. a suspected infection, falls without injuries, or an exacerbation of a long-term condition such as COPD.	Open daily 8am - 10pm	Self referral can be made by patients. Referrals can also be made via GPs and healthcare professionals direct to the service	CTT
District Nursing	BHR	Referrals will only be accepted if the patient is housebound; for example, if they are only able to leave home by ambulance, or there is a nursing need that makes a home visit more appropriate such as palliative care. Access via Borough referral form	District nurses care for patients with a wide range of nursing needs including the chronically sick and terminally ill. They also provide nursing services to those who are acutely ill and need intensive and technological care or who have specialist care needs.	Monday to Friday, 9am-5pm	Referral are made via GPs and health and social care professionals. Self referrals can be made by patients and clients Redbridge - Referrals will be accepted from GPs and professionals in secondary, health and social care	B&D and Referral Form Havering and Referral Form Redbridge and Referral Form
End of Life	BHR	Criteria: None required. We will respond to any enquiries relating to end of life care.	The care people receive at the end of their life is important to the person, but equally impacts the lives of those family and friends who remain. The team work with patients and families to respond to their different needs.	Redbridge: Monday to Sunday, 9am-5pm	Redbridge Palliative Care Team - Referrals will be accepted from GPs and health professionals Havering: Referrals will be accepted from GPs and health and social care professionals by email to neft.haveringreferrals@neft.nhs.uk . Self-referrals will also be accepted from patients and clients. B&D - The first person you speak to should be your doctor. They will be able to tell about all the services that are available and give you advice.	https://www.neft.nhs.uk/services-redbridge-macmillan-palliative-care https://www.neft.nhs.uk/services-havering-district-nursing-clinicians https://www.libd.gov.uk/adult-social-care/carers/planning-crisis-and-end-life-care
Emergency dentists out of hours - Urgent dental advice and support line	BHR	Subject to phone call	Emergency dental service - urgent dental advice and support	<small>If you need to see a dentist out of hours call a dentist: their voicemail may advise where to get out-of-hours treatment Get NHS 111 to find out of hours dental services</small>	No referral needed	https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/
Falls Service	BHR	Residents who are aged 60 and above and or three or more of the following: Slip/trip/fall or near slip/trip/fall in the previous year 5 medications or more Have balance problems Unable to rise from a chair of knee height	Assessment (Falls Consultant), 1-4 interventions, group exercise through Nurses, Physio, OT. Criteria – un-explained slips/trips/falls or near episodes, loss of consciousness associated with falls, dizziness, poly-pharmacy, associated symptoms of poor balance/gait/posture, anxiety and fear of falls, fractures associated with falls.	Open: Monday to Friday and Saturday for Urgent referrals	Who can refer: General Practitioners Consultants Community matrons A&E staff Community therapy teams Specialist Nurses District Nurses Health Visitors Allied Health Care Professionals Social Services Voluntary Organisations	https://www.neft.nhs.uk/services-bd-falls-clinic
K466 Service (Falls prevention)	BHR	Generally older people but all adults People injured as a result of a fall (but no obvious bony injury or major trauma) Delirium/confusion Urinary Tract Infection Chest Infection Acute exacerbation of chronic condition (e.g. COPD) IV antibiotics for cellulitis	K466 Working Collaboratively to keep elderly patients safely at home	7am to 7pm 7 days a week	Community hub: Patients referred by themselves, carers, GPs, other health care professionals Acute hub: Those patients who bypass the community route and present in ED Assessment by a CTT nurse to assist in safe discharge. If medically fit, assessment by OT, PT, or social worker for fitness to return home Referral on to other services, including CTT in the community for review 999: K466 CTT / LAS Car Patients over the age of 60 or younger with a long term health condition who have fallen who are still on the floor with no obvious bony injuries	K466 can only be accessed through a 999 call CTT community hub through 0300 300 1660 CTT therapy 0300 300 1661
						B&D details and referral process

Integrated Case Management Team (ICM)	BHR	Access via Borough, Patients age 18+	The Integrated Care team ensures patients over the age of 18 with complex health and social care needs receive the right care, in the right place and at the right time. The team works with health and social care providers to co-ordinate and offer multi-disciplinary quality care to vulnerable adults.	7am-7pm Mon - Sun.	To access this service patients need to be registered with a BHR GP. Referrals are made by GPs and healthcare professionals. Self referrals can be made by patients and clients	<p>Referral Form</p> <p>Redbridge CHSC Tel: 0208 708 7333 (First Contact Team) Email: firstcontact@redbridge.gov.uk or nem-tr.nelftredfct@nhs.net Redbridge HASS and Referral process</p> <p>Having CHSC Referral form Email address to send referrals: nelft.havingreferrals@nelft.nhs.uk Single Point of Access: Tel: 0300 555 1254 Having ICM also support homeless/rough sleepers. Contact: NELFT Integrated Community Services, tel: 0300 300 1866, for further details.</p> <p>Hope 4 Having contact details: https://www.homeless.org.uk/homeless-england/service/hope-4-having-shelter Tel: 0300 555 1254</p>
Local Area Coordination	H	Patients age 18+. (Redbridge have delays in providing this service as a result of COVID. They hope to have the service up and running later on this year)	Coordinators support people aged 18+ to build their own vision for a good life, finding pragmatic solutions to any problems, and drawing on family and community resources.	Subject to questionnaire	Subject to questionnaire	<p>Having: Tel: 01708 432766 https://www.having.gov.uk/info/20015/adult_</p>
Local Authorities Social Care	BHR	Access via Borough	Local authorities contact details for all our key services.	9am-5pm, Monday to Friday.	Subject to questionnaire	<p>B&D Adult Health and Social Care B&D Children Young People and Families Redbridge Adult and Children's Services Having Adult Social Services</p>
Mental Health Direct	BHR	If you currently receive a service from a team at NELFT, such as a local community mental health team or a psychiatrist, then make contact with them.	Mental Health Direct provides a first response to people who are in crisis, ensures appropriate referral and/or signposting onwards for more general enquiries.	24 hours a day	No referral needed	https://www.nelft.nhs.uk/services-mental-health-direct/
Older Adults Home Treatment Team (OAHTT)	BHR	Referrals must be completed over the telephone with the OAHTT. Referrers will be required to answer a set of questions in full when making a telephone referral.	OAHTT is a community based treatment service, which provides intensive support for service users who are in a mental health crisis, and their carers. The OAHTT provides an alternative to hospital admission or facilitates early discharge from hospital. Members of the OAHTT will visit service users up to twice a day in their home gradually reducing to once or twice a week, for a short time period, to help re-establish them back into their surroundings and community.	Subject to phone call	Referrals must be completed over the telephone with the OAHTT. Referrers will be required to answer a set of questions in full when making a telephone referral	Full Details
Social Care Crisis Team	BHR	BHR Emergency Duty Team	The teams provide an out-of-hours service working with care professionals to advise and assist on social work matters including carrying out community risk assessments and supporting vulnerable individuals and families over the telephone.	4.45pm-8.45am weekdays as well as 24 hours a day weekends and bank holidays	No referral needed	https://www.nelft.nhs.uk/services-bdhrbwf-emergency-duty-team/
Emergency housing line for council properties repairs	H	N/A	accessible outside of our hours	accessible outside of our hours	No referral needed	01708 756699
Stoma care services	H		The nurse led clinic provides an integrated stoma care service for patients who have a stoma or about to undergo surgery for a formation of a stoma			<p>Single Point of Access Tel: 0300 555 1253 mailto:nelft.havingreferrals@nelft.nhs.uk the Community Night Nurses: Tel: 0300 555 1201 (19.00 - 08.00).</p>
NELFT CAMHS (Child & Adolescent Mental Health Services)	BHR	Under 18	Not all mental health difficulties can be "cured" and you may need to meet with our team more than once. Lots of things can impact on our mental health, some of which are beyond anyone's control. Instead we work with you to help you learn how to manage your difficulties, in many cases overcoming them is absolutely possible. There may also be some difficulties or experiences which we are not the best service to support you with. In these cases we will help you access appropriate help from other organisations, such as drug & alcohol and bereavement services, plus many others.	Monday to Friday 9am to 5pm	Self Referral	<p>Barking & Dagenham: 0300 555 1035 Redbridge: 0300 555 1182 Having: 0300 300 1888 and ask for CAMHS</p>
St Frances Hospice Specialist Advice Line	BHR	N/A	We offer advice to health and social care professionals looking for information on complex palliative care and life-limiting illness - as well as patients and relatives of those currently under our care. We can assess, advise, manage symptoms and offer support through a crisis and then any on-going care will be given according to specialist palliative care need. Once symptoms are more controlled and the crisis has settled, on-going care will be managed by the patient's key worker. If you are a patient currently in our care, or a family member or carer of a current patient, the Specialist Advice Line can help you too.	24 hours per day, 365 days of the year	No referral needed	01708 758 643

Talking Therapies Services	BHR	Access via Borough	People can refer to the Talking Therapies services by calling the telephone number listed between	9:00am-5:00pm, Monday to Friday.	Referrals will be accepted from GPs and other health professionals. Self-referrals will also be accepted	Full Details
Simple wound care (post operation)	BHR	<p>Patients must be over 16</p> <p>Patients must be registered with a GP in BHR</p> <ul style="list-style-type: none"> - Management of simple acute wounds - General wound care following a surgical procedure including removal of wound closure materials e.g. sutures and clips following surgical procedure as required and based on medical need; - Dressing and re-dressing of wounds; - Superficial skin ulcer management - First degree superficial burns 	Simple wound care services are available to all patients over the age of 16 who are registered with a BHR GP practice. The services support patients with managing wounds such as superficial skin ulcers, first degree burns, post-surgical sutures, clips removal and routine dressings.	Appointments available Monday to Friday from 8am-6.30pm and on Saturday and Sunday between 9am-5pm	Providers should give patients a copy of their discharge summary which the patient will bring to their simple wound care appointment. Patients should book their own appointments using the link below.	https://app.10to8.com/book/swbarkingdagenham/ https://app.10to8.com/book/swchaving/ https://app.10to8.com/book/redbridgeswc/
Voluntary Services						
Age UK	BHR		<p>Age UK BHR Home page</p> <p>Tel: 020 8220 6000</p> <p>Email: admin@ageukrbh.org.uk</p> <p>confidential advice line on 0800 678 1602</p> <p>Befriending Service</p> <p>Benefits</p>	8am – 7pm 365 days a year	No referral needed	https://www.ageuk.org.uk/
Alzheimer's Society	BHR	People with dementia, their carers or people who are worried about their memory can contact the dementia advisers whenever they need further information or support to find other services.	Dementia Adviser service offers information about all aspects of living with dementia and support to access services. They offer information and practical guidance to help understand dementia, cope with day-to-day challenges and prepare for the future.	By phone: 8am to 10pm every day (except Christmas Day).	No referral needed	<p>B&D</p> <p>Tel: 020 8517 4522</p> <p>bd@alzheimers.org.uk</p> <p>Having</p> <p>Tel: 01708 739293</p> <p>Having@alzheimers.org.uk</p> <p>Redbridge</p> <p>Tel: 020 8517 4522</p> <p>redbridge@alzheimers.org.uk</p> <p>Carers of Barking & Dagenham</p> <p>Referral Information</p> <p>Tel: 0208 593 4422</p> <p>Email:carers@carerscentre.org.uk</p> <p>Having Carers Hub</p> <p>Referral Information</p> <p>Tel: 01708 961111</p> <p>Email: carers@carerscentre.org.uk</p> <p>Referral Form</p> <p>Redbridge Carers Support Service</p> <p>Tel: 020 8514 6251</p> <p>Email: office@rcss.org.uk</p> <p>Registration/Referral Form</p>
Carers' Organisations	BHR	Access via Borough	Carers' organisations provide unpaid carers with a range of services, support, recognition and advocacy to those caring for adults and children who are ill, suffering from a mental illness or a disability.	Unknown	No referral needed	<p>B&D</p> <p>Tel: 0330 054 2500</p> <p>Email: info@dabd.org.uk</p> <p>Having</p> <p>Email: admin@having-eas.org.uk</p>
Community Solutions	B&D	N/A	Community Solutions is part of London Borough of Barking and Dagenham. They provide support and guidance with money, debt problems, housing, help getting a job and new skills, children and family issues, adult social care issues, domestic violence, health and library services.	Unknown	Subject to questionnaire	https://www.libd.gov.uk/community-solutions
DABD (Ensure that everyone has equal access to opportunities - work, benefits, training, transport or social activities)	B&D H	If you are in receipt of benefits or on low income (total earnings of £500 per week or less for a couple or lone parent, or £350 a week or less for an adult without children) and are suddenly facing unexpected or	<p>As of 1st April 2013, the Department of Work and Pension (DWP) will abolish its Social Fund as part of the Welfare Reform Act 2012. As a result, Havering Council is working in partnership with DABD (uk) and has developed its Emergency Assistance Scheme.</p> <p>DABD (uk) will assess each application and will be able to deliver financial and income maximisation advice where necessary, direct provision of food and/ or furniture, or a short term interest-free loan.</p>	Contact via email only	No referral needed	<p>B&D</p> <p>Tel: 0330 054 2500</p> <p>Email: info@dabd.org.uk</p> <p>Having</p> <p>Email: admin@having-eas.org.uk</p>
			<p>Free and confidential help for young people in Barking and Dagenham</p> <p>At Subwise, we support young people (up to 24) who want help with their drug and/or alcohol use. If you or the young person you're worried about lives or goes to school/college in Barking and Dagenham, get in touch for support and advice from one of our team.</p> <p>St Luke's drug and alcohol service is commissioned by LBBD. Is a confidential, free service for adults who live in Barking and Dagenham. It offers community interventions including health centres and local services that ensure that barriers to seeking treatment are removed and support is widely</p>	<p>BD: Monday to Friday, 10am to 5pm - Tuesdays 10am - 19.00pm.</p> <p>Monday 9:30 – 18:30</p> <p>Tuesday 9:30 – 18:30</p> <p>Wednesday 13:00 – 18:30</p> <p>Thursday 9:30 – 18:30</p> <p>Friday, women only 9:30 – 12:00</p> <p>Friday, open to all 9:30 – 17:00</p>	Any professional can also make a referral on a young person's behalf using our Young People's Referral Form.	<p>https://www.wdp.org.uk/barking-dagenham-subwise</p> <p>https://www.changegrowlive.org/st-lukes-barking-dagenham/info</p>

Drug & Alcohol	BHR	18+ / Under 21's	<p>Change Grow Live (CGL) is commissioned by LBH. Provides a comprehensive drug and alcohol service to residents of Havering 18+, including the homeless. Access for the homeless includes multiagency professional referrals including outreach officers and self-referral through walk in.</p> <p>WDP R3(Redbridge, Recovery and Reintegration) is commissioned by LBR. Is a free and confidential support service for individuals and their families affected by drug and alcohol problems. The service is delivered by Westminster drug project (WDP) and supports individuals and their families who wish to receive advice, assessment and treatment for their drug and/or alcohol problems. Provided within Redbridge at Ilford Chambers. Alcoholics Anonymous - Self referral and drop-in meetings Drinkline- Telephone & self care resources.Drinkaware- Self care & drinkaware app</p>		<p>Self Referral</p> <p>Self Referral</p>	<p>https://www.changegrowlive.org/</p> <p>https://mylife.redbridge.gov.uk/directory/providerdetails/150895</p>
Domestic Violence	BHR	Reach Out is a support service for any adult in Redbridge who is being abused or at fear of being abused	<p>domestic abuse / sexual violence support services</p> <p><u>Children: CPAT - who should be informed of any child in a domestic violence setting.</u></p>	<p>Opening hours: Monday to Friday, 9am to 5pm excluding bank holidays</p> <p>For out of hours If it is an emergency, call 999</p>	<p>No referral needed</p>	<p>LBBD</p> <p>https://haveringwomensaid.co.uk/</p> <p>https://www.redbridge.gov.uk/crime-and-public-safety/domestic-abuse/</p> <p>Multi-Agency Safeguarding Hub (MASH) Redbridge</p>