

## Accessing Urgent or Same Day Community Response

Please contact our **Single Point of Access** for patients who may need an urgent or same day community response to help avoid a hospital conveyance or admission. Patients are clinically triaged by experienced practitioners to determine the most appropriate response for their needs.

This number is **only** for  
**health and social care professionals.**  
Please do not share with patients or public.

**0800 177 7789**  
Option 1  
8am - 8pm, 7 days a week

### Patient criteria

MUST be:

- 18+ years
- Registered with a Buckinghamshire GP (not Milton Keynes).
- Reason for referral is to avoid imminent hospital admission or conveyance.
- Person must be safe to remain at home until a clinician can visit.

CAN be, but not limited to:

- Fall without serious injury or loss of consciousness or fracture. Can lift patients off the floor.
- Decompensation of frailty.
- Clinical Frailty Score >4 (people over 65 years).
- Reduced function or mobility which may also need short term intermediate care support.
- Palliative/end of life crisis support.
- Urgent equipment for safety and optimising function.
- Increased or new confusion.
- Acute worsening of delirium or dementia.
- Urgent catheter care if unknown to district nurses.
- Urgent diabetes support – resolved hypoglycaemic episode or blood sugar management risks admission.
- Informal carer breakdown which puts the person they care for at risk of admission.
- Minor illnesses or infections (for example: UTI)
- Admission alternative for those requiring hospital-level interventions, such as IV antibiotics / diuretics / Point of Care Testing / or non-life-threatening urgent investigations.

### Exclusions

- Acute trauma or acutely unwell needing emergency assessment, or treatment, in hospital or Urgent Treatment Centre (e.g. cardiac, stroke, head injury, abdominal pain, sepsis).
- Life-threatening conditions (i.e. catastrophic haemorrhage, airway compromise, ineffective breathing)
- Any mental health problems as primary presentation
- Overnight or 24-hour care, medium or long term care needs (e.g. social care, private care, medication administration)