



Northamptonshire Healthcare
NHS Foundation Trust

NORTHAMPTONSHIRE NHS FALLS PREVENTION

Isebrook Hospital

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www.nhft.nhs.uk/falls

CHANGE OF REFERRAL PROCESS TO NORTHAMPTONSHIRE NHS FALLS PREVENTION SERVICE

Dear Colleagues,

We are writing to inform you of a change in the referral process to our Northamptonshire NHS Falls Prevention service which will commence on 1 April 2019. This change will see us working in greater partnership with the commissioners of this service, Northamptonshire County Council (NCC).

From 1 April 2019, the Falls Prevention service will no longer accept referrals directly to the service. Instead, you will be able to refer in the following way:

- via telephone **only** to the NCC Customer Care Centre on **0300 126 1000** between 8am to 6pm, Monday to Friday. Health and Care professionals or customers are able to use this number.

This change only relates to the referral process into the service and will not affect service delivery or the care provided to patients and service users. Our referral criteria are highlighted below:

- Adults, predominantly those 65 and over*
- Have a history of recurrent falls in the last three months; those who have fallen in the last 12 months should also be referred to the Customer Care Centre where they will be directly referred to the Supporting Independence Service or OTAGO Strength and Balance classes
- Resident within Northamptonshire (unfortunately we cannot accept referrals from people who lives in a different county even if their GP surgery is within the county)
- Are in agreement to the referral and are assessed as being able to follow advice/treatment.

*When clinically appropriate, as determined by the specialist team, individuals under the age of 65 will be able to access the service

Please note: Referrals for **urgent fall requests for people who are at risk of being admitted to hospital** will continue unchanged - referrals are managed by the Intermediate Care Team accessed via the single point of access (SPOA) on **0300 777 0002 – option 1**. Referrals are accepted from health and social care professions.

Thank you for your support

Falls Prevention Team

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