

Children's Rapid Response Team Children's Community Nursing



Who are we?

Experienced Children's Nurse Practitioners who have undertaken additional advanced training including prescribing. We will carry out an initial telephone assessment and if a face to face medical assessment is required we will ask you to attend our clinic based at Luton Treatment Centre, Vestry Close, Luton, LU1 1AR.

Team Nurses (Children's Community Nurse Practitioners)

Lynn Fanning
Gary Meager
Laura Woodman
Debbie Olivant
Kirsty Eastland
Susan George
Angela Barrington

Who can refer to the service?

- **The Paediatric Emergency Department, Paediatric Assessment Unit**
- Children's Inpatient Wards and the GP Urgent Clinic at Luton and Dunstable Hospital
- The Children's Community Nursing Team's
- The Walk In Centre/GP's
- Ambulance Service
- NHS 111

Information Sharing Interactions with the Rapid Response team are documented on a secure, shared, computer system also used by GP's, health visitor's and school nurses. Please tell us if you don't want us to share our consultation with the GP, health visitor or school nurse. Please also tell us if you do not want us to see information recorded by your GP, health visitor or school nurse on the shared system.

Any referrals which need to be made, will be discussed with you, before making the referral. We will not make any referrals without your knowledge, except in extreme circumstances or emergencies and we will tell you of these as soon as possible.

When is the service available?

8am until 6pm - 7 days a week (inc Bank Holidays). Once referred and accepted onto the rapid response caseload, you can contact us on 07966 025787. You can leave a message on the answerphone, but please do not send a text message, as text messages cannot be received or replied to. If you do not get an answer straight away and you are worried about your child, please do not wait for us to call back, call 111 for health related advice or dial

What we do

We aim to telephone you within four hours of receiving the referral, although this will not happen if you are referred to us outside of our service operating hours. The person who refers you, will know these hours and will not refer you to us, outside our operating hours, unless it is safe to do so.

- Telephone assessment to prioritise care and identify any immediate or serious health problems.
- Plan care with you, based on the telephone assessment, for either a clinic appointment, or further telephone contact.
- Take a medical history and carry out a medical examination and assessment, if you need to attend clinic.
- Support you to continue treatment already in place, and/or identify new treatments for your child so that you can care for them at home.
- Advise you where to get further help, if needed and of any signs you need to look out for.
- Agree all care and the discharge from our service with you.
- Sometimes we will need to refer you to another health provider, such as a paediatric or surgical doctor at the hospital or specialist nurse.
- Once you are discharged from our service, you will need a new referral, made by a healthcare professional, to be seen by our team again.

In an emergency dial 999

- Please consider providing feedback for the Children's Rapid Response Team. To do so, you can download a free 'app' which scans 'QR' codes, such as 'QR Reader' for apple phones, scan the image below and it will take you directly to our feedback survey and just click 'children's rapid response' from the drop down menu.



For further information about this service contact:

Children's Rapid Response Team
Luton Treatment Centre, Vestry Close, Luton, LU1 1AR

Mobile: 07966 025787

Email: luton.ccn@nhs.net

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.