

OLDER PEOPLE SUB GROUP		CHAIR: JENNIE NEGUS	
SERVICE PROFILE	WINTER PLANNING	ONGOING OUTSTANDING WORK	CONTACT NAMES/NUMBERS
<ul style="list-style-type: none"> • A&E Services • Homerton Hospital Elderly Care Inpatient Services – • NHS Continuing Care (Total 95 Beds) Louis Freedman (24) No new Admissions. Mary Seacole Nursing home (43 & 7 Respite). Continuing care at home (16) spot purchase (5) • District Nursing Services • L.A Frail Elders Provision (100 supported housing units) • L.A Domiciliary Care Services <ul style="list-style-type: none"> - Home Care - Meals on wheels • L.A Assessment And Care Management • <u>Recurrent year-round 'Winter Pressures' / Intermediate Care / Reimbursement developments</u> <ul style="list-style-type: none"> ➤ First Response Duty and Provider Teams <ul style="list-style-type: none"> - additional OT & PT hours - flexible care packages - district nursing - 7 day discharge ➤ Social care step up LBH 9 beds (IC) ➤ NHS step down facility 6 beds (IC) ➤ Interim beds: <ul style="list-style-type: none"> ❖ Louis Freedman 8 beds ❖ Median Road 7 beds ❖ The Gardens 4 beds ➤ Enhanced District Nursing (IC) ➤ Therapy at Home Team ➤ Community Reablement Team expanded capacity (IC) ➤ Hospital Orthopaedic Outreach team ➤ Consultant Geriatrician / Salaried GP positions to allow 	<ul style="list-style-type: none"> • An agreement has been reached on the deployment of the winter pressure/whole systems resource made recurrent in 2000/01 • First Response duty and provider team service. Operating 365 days/yr • Hackney Doctors on Call, GP sessions in A&E, to be funded again this year. Nov – March • In order to ensure that these services work together to maximum effect, and are co-ordinated with existing service provision, the First Response Duty Team Manager, will co-ordinate winter pressures work. The post holder is managed by LBH social services and is accountable to the LWPG • Information re delayed discharges and the group routinely considers situation reports (SITREPS) • All L.A domiciliary services/ PCT DN services function 365 days a year. Service continuity plans in place for existing clients • Assessment and Care Management service will be available on 29th, 30th, 31st December • Deployment of additional winter pressures and recurrent intermediate care resources are also agreed, facilitating additional residential placements/care packages. • Therapy at Home / Community Reablement Team / Cass Ward: referrals & initial assessments will continue as usual. No drop in capacity anticipated 	<ul style="list-style-type: none"> • Vulnerable persons lists currently being compiled across Provider teams in the PCT, LBH & CoL. These lists will not be held centrally, however each organisation will need to be able to maintain and interpret their list for external queries 	<ul style="list-style-type: none"> • A&E Homerton - 020 8510 5555 <p style="text-align: center;">District Nursing</p> <ul style="list-style-type: none"> • Referrals through Central Referral Fax Line on 020 7683 4302. Confirmation within 1 hour – otherwise call 020 7683 4130 • Weekend & bank holiday service will operate (including 25th, 26th Dec and 1st Jan 03.) To contact Day (8.30am-5pm) & Evening (5pm-11.30pm) Duty / On-call DN, page through Homerton switchboard – 020 8510 5555 • Evening DN service 24hour answering machine 020 7683 4457. Fax: 020 7301 3449 or 0207 683 4449 • Duty / On-call DN's & Evening DN service will hold copy of Vulnerable Persons lists for each patch • No on call after 11.30pm <p style="text-align: center;">London Borough of Hackney</p> <p>First Response Duty Team (previously Rapid Response): referrals from A&E and GPs – 1st point of contact for referrals by bleep – 020 8510 5555 and Bleep 881 – Fri 9am-5pm, Sat 10am-6pm; mobile 07985 692 739 Sunday & bank holidays 10am-6pm ; (fax 020 8510 7547)</p> <ul style="list-style-type: none"> • First Response Provider Team (previously HACT) – Referrals by Care Managers / Review Officers following Overview Assessment: 020 8356 4582 / 4708 Fax: 020 8356 4578. Out of Hours: mon-fri 17:00-22:15; sat-sun & bank holidays 07:30-22:15 - 020 8356 8759 • Access Team: 1st Contact point for all community referrals 020 8356 7222 (GP's) Access Team will run a 'duty' service for whole of Assessment & Care Management. Will be open on 29/12, 30/12 & 31/12 9am-5.12pm. Closed on 25/12, 26/12 & 1/1 but Managers on call in an Emergency

OLDER PEOPLE SUB GROUP		CHAIR: JENNIE NEGUS	
SERVICE PROFILE	WINTER PLANNING	ONGOING OUTSTANDING WORK	CONTACT NAMES/NUMBERS
<p>comprehensive clinical management of IC patients</p> <ul style="list-style-type: none"> ➤ Bryning Assessment & Rehabilitation Centre – expanded provision ➤ Medical Decisions Unit – admission avoidance/medical day cases ➤ Anchor Trust – aid and adaptations ➤ Homerton Hospital – OT ➤ Homerton Hospital Phlebotomist ➤ LBH additional care packages/placements ➤ Intermediate Care @ BLT for Corp of London residents. 			<p>situation. Emergency Duty Team: 020 8356 2300. Other dates services as normal.</p> <p>Referrals from out-of-borough hospitals Telephone: 020 8510 7831 Fax: 0208 510 7794</p> <ul style="list-style-type: none"> • LA Home Care – Out of Hours: mon-fri 17:00-22:15; sat-sun & bank holidays 07:30-22:15 - 020 8356 8759 • LA Meals - Out of Hours: mon-fri 17:00-22:15; sat-sun & bank holidays 07:30-22:15 - 020 8356 8759 <p>To contact London Borough of Hackney services listed above outside of office hours 020 8356 2300 – Emergency Duty Team will hold the on-call numbers for services & key staff</p> <p style="text-align: center;">Corporation of London</p> <p>Daytime numbers:</p> <ul style="list-style-type: none"> • Duty (CM) Team – 020 7332 1244 and ask for Duty Social Worker • Domiciliary Care & Meals Service – 020 7332 1899 <p>To contact Corporation of London services outside of office hours call LBH Emergency Duty Team (020 8356 2300) who will also hold details of services and key staff</p> <p style="text-align: center;">Other key services / staff</p> <ul style="list-style-type: none"> • First Response Duty Team, Carmel McCann - 020 8510 7549 • Bryning Assessment & Rehabilitation Unit - 020 8510 8941/2 (Mon-Fri 8.30-4.30 excluding Bank/Public Holidays) • Community Reablement Team - 020 7683 4491 (Mon-Fri 8.30-5.00 excluding Bank/Public Holidays) • Therapy at Home Team - 020 8510 8964 (Mon-Fri 8-5.00 excluding Bank/Public Holidays) • Homerton Orthopaedic Outreach Team -

OLDER PEOPLE SUB GROUP		CHAIR: JENNIE NEGUS	
SERVICE PROFILE	WINTER PLANNING	ONGOING OUTSTANDING WORK	CONTACT NAMES/NUMBERS
			020 8510 7423– planned admissions only <ul style="list-style-type: none"> • Median Road Resource Centre - 020 8356 8710 • Cass Ward - 020 8510 7249 • Anchor Trust – Home improvement agency – 020 7249 6012 or 4543. Closed Bank Holidays • Age Concern Information Line – 0800 917 9830 • Age Concern Cold line (emergency) – 020 7241 2299 • TLC Care Services - 0207 749 2380 weekend and bank holidays answer phone messages picked up throughout days. • Mobile Care & Repair Service – 020 7226 8431. Phone Staffed 10.30-12.30 Mon – Fri, otherwise answering machine. Closed 24/12 to 2/1/04 inclusive. • Hanover – Community alarms. Individual alarms that plug into back of a telephone. Can be fitted as emergency (including evenings and weekends). 24 hour cover. Service free to those in need. Call Les Robertson or John Soutarr on 020.8525.5001
Age Concern Hackney Coldline	Provide anit-hypothermia support, emergency equipment, advice and referrals for benefits enquiries.		<ul style="list-style-type: none"> • Emergency number (24 hrs, 7 days a week) 020.7241.2299 • Mon- Fri (9.30-17.00) 020.7241.5905/5907

MENTAL HEALTH		CHAIR: MARIAN GOODRICH	
SERVICE PROFILE	WINTER PLANNING	OUTSTAND WORK	CONTACT NAMES/NO
<ul style="list-style-type: none"> Adult mental health community services are based around the Community Mental Health Team model. 4 locality-based mental health teams (CMHT's) cover City and Hackney and have an associated inpatient acute admission ward per team. 	<ul style="list-style-type: none"> The CMHTs will close from lunchtime on the 24th of December 04. A skeleton service will operate from the emergency clinic up to 5.00pm on the 24th Dec 04 and thereafter during normal working hours (9.00am to 5.00pm) excluding weekends, Christmas and New Years Day and bank holidays. The service will cover the work of the CMHTs and Community Rehab. MHCOP will operate a normal service apart from Christmas Day and bank holidays. The CMHTs will not resume normal service until the 5th January 05 and it will not be possible to access the service through the teams during this period. 	<ul style="list-style-type: none"> List of vulnerable clients to be updated by community based teams throughout December. 	<ul style="list-style-type: none"> Emergency Clinic, East Wing, Homerton: Tel: 020 8510 8093 Emergency Duty Tm (Telephone Only) 0208 356 2300 East 9 Day Hospital, Homerton: Tel: 020 8510 8191
<ul style="list-style-type: none"> Inpatient services for adults (16-65) comprise 75 acute admission beds, 13 women only beds, 4 mother & baby beds, 15 intensive care beds, 35 rehab beds and, in the Forensic Service, 60 medium secure and 30 low secure beds 	<ul style="list-style-type: none"> The inpatient wards will continue to operate a normal service over 24hrs. The duty senior nurse along with Bleep 500 will co-ordinate services backed up by the on call manager. 		<p>Duty Nurse in Charge or Duty Doctor, 24hrs via Homerton switchboard: ☎020 8510 5555, bleep 500</p>
<ul style="list-style-type: none"> A Crisis and Home treatment team coordinates and prevents admission to hospital. This service works closely with ASW service. East Wing, Homerton Hospital, E9 6SR.. The Psychiatric liaison Service 	<ul style="list-style-type: none"> Service will operate every day during the Christmas and New Year period. 3 crisis beds will be available at Homerton Row. The Home Treatment Team will also operate from this base. An additional crisis intervention/Home Care Treatment Service, part of the Psychiatric Emergency Services, is providing senior CPN support to patients/carers in crisis seven days a week, functioning as a home care service. This will be provided 24 hrs through the A&E over the Xmas ,Boxing day New year's day and the bank holidays 		<p>Nand Gopaul Tel: 0208 510 8033 Fax: 0208 510 8081</p> <ul style="list-style-type: none"> Nand Gopaul Tel 0208 5108093 Pager No 194 through switch board
<ul style="list-style-type: none"> Approved Social Work service providing statutory work and assessments under the Mental Health Act ASW Team, Emergency Clinic, East Wing Homerton Hospital, Homerton Row, London E9 6SR 	<ul style="list-style-type: none"> Central ASW team set up and based at the Homerton to provide emergency assessments and cover emergency statutory responsibilities under the MH Act. Normal service on Friday 24 Dec. There 	<ul style="list-style-type: none"> Ensure that list of vulnerable service users in place and discussed with each CMHT team 	<p>Audrey Godding (ASW) Tel: 0208 510 8004 Fax: 0208 510 8014</p>

MENTAL HEALTH		CHAIR: MARIAN GOODRICH	
SERVICE PROFILE	WINTER PLANNING	OUTSTAND WORK	CONTACT NAMES/NO
	will be 3 ASW's on duty covering the whole borough. No service on Christmas Day, or Boxing Day or 27 th /28 th December. There will be a normal service from Wednesday, 29 th December until Friday, 31 December. The ASW service will be closed from New Years Day until normal service resumes on Tuesday, 4 th January 2005. When closed, the service will be covered by EDT.		
<ul style="list-style-type: none"> Specialist teams are the Assertive Outreach Service, the Community Rehab Team and the Extended Emergency Services including the E9 Day Hospital. <ul style="list-style-type: none"> AOT-Towerview House, 2nd Floor, 134 Kingsland RD, E2 2BY E9 Day Hospital- East Wing, Homerton Hospital, E9 6SR 	<ul style="list-style-type: none"> Cover for the Assertive Outreach Team will be provided by the skeleton Community Mental Health Team base in the Emergency Clinic. The manager for Assertive Outreach Team will be on call during this period. The E9 Day Hospital will be open on Christmas Day and Boxing Day and will provide hot meals to service users on those days with prior agreement. 	<ul style="list-style-type: none"> List of patients/service users requiring a hot meal to be sent to E9 Day Hospital by 15th December 2004. 	<p>Lesley Rogers (AOT) Tel: 0207 530 7600 Fax: 207 530 7606</p> <p>Paul McLaughlin (E9) Tel: 0208 510 8191</p>
<ul style="list-style-type: none"> Forensic Social Work Team & Rehabilitation Team John Howard Ctr, Crozier Terrace, London E96AT 	The Forensic SW Team will operate a normal service apart from on Christmas Day, Boxing Day , 27 th , 28 th December, New Years Day and 3 rd January 2005.		<p>Debbie Bull Tel: 0208 919 8475 Fax: 0208 985 0278</p>
<ul style="list-style-type: none"> The Nile Centre provides a residential crisis intervention/respite service for Black/African-Caribbean people aged 16-65 in mental health crisis and resident in Hackney. KUSH Housing Association runs it. Address: 105-109 Foulden Road, N16 7UH 	<ul style="list-style-type: none"> As a registered care home, the Nile Centre will be open and staffed throughout the Christmas and New Year period and will be able to take emergency admissions of people who meet admission criteria. 		<ul style="list-style-type: none"> Contact 020-7241-3003 Fax: 020-7241-4421
<ul style="list-style-type: none"> Inpatient services for older people (MHCOP) comprise 25 functional admission beds, 5 organic assessment beds and a 45 bed NHS nursing home which includes some respite facility. There is also a respite bed available at Median Road. MHCOP - East Wing, Homerton Hsp, London E9 6SR The East London and City MHT also provides specialist Psychology and Psychological Therapies. Community services for older people are also 	MHCOP Teams will be closed 25,26,27,28 th December and Monday 3 rd January 05.		<p>All referrals for assessment can be made through the help desk - Ph 0208 510 8444 Mon – Fri 11am – 3pm</p> <p>Urgent assessments will be seen in the emergency clinic - 0208 510 8033 Mon – Fri 9-5 OR At any time through the A&E department in Homerton Hospital</p>

MENTAL HEALTH		CHAIR: MARIAN GOODRICH	
SERVICE PROFILE	WINTER PLANNING	OUTSTAND WORK	CONTACT NAMES/NO
provided on a locality model with 2 community teams.			The community teams can be contacted Mon _ Fri 9-5 on 0208 525 1115
<ul style="list-style-type: none"> Community Outreach Support Team provides support to users in their homes and in the community. 2 Seal Street, London E8 2EE 	<ul style="list-style-type: none"> Lee House and the Community Outreach Teams will close the 27th and the 28th December 04 and Monday 3rd January 05. Both the sites at Lee House and Seal Street will be closed. 	<ul style="list-style-type: none"> All vulnerable service users should be visited by the locality team before the holiday to ensure that a contingency plan is in place around their relapse. Ensure CMHTs and EDT are aware of the vulnerable people on their lists. 	Brian Inns Tel: 0207 275 0003 Fax: 0207 275 0006
<ul style="list-style-type: none"> Lee House Rehabilitation & Employment Centre 6-6a Rectory Road London N16 7QS 			Mathew Ijaopo Tel: 0207 275 9100 Fax: 0207 923 7515
<ul style="list-style-type: none"> Prout Rd: 24-hour cover will be provided for service users. 1A Prout Road, Upper Clapton, E5 9NP 	<ul style="list-style-type: none"> Prout Rd will not be able to accept emergency admissions. 		Tony Henry Tel: 0208 880 0736 Fax: 0208 880 0833
<ul style="list-style-type: none"> Substance Misuse Team, 205 Morning Lane, London E9 6JX 	<ul style="list-style-type: none"> Substance Misuse Team will be closed 27th and 28th December 04 and Monday 3rd January 05 		Jane Walton Tel: 0208 356 4013/4064 Fax: 0208 356 3409/4010
<ul style="list-style-type: none"> Emergency Duty Team (EDT) covering all emergency services. Back-up rota available for Christmas and New Years Day. 	<ul style="list-style-type: none"> The EDT provides a 24 emergencies and statutory cover for all areas of Local Authority over Christmas, Boxing Day and the New Year and Bank Holidays. 	<ul style="list-style-type: none"> Ensure CMHTs and all Teams in mental health and in Social Services as well as our partner organisations have EDT rota and contact number. List of vulnerable service users 	EDT duty officer Tel: 0208 356 2300 Fax no 0208 356 2347
<ul style="list-style-type: none"> Information and general access for service users and public. 	<ul style="list-style-type: none"> Information for patients (letters, leaflets and posters) produced and circulated by departments to inform patients of specific arrangements over the holiday period. To ensure that staff across health and social care sectors have access to information to guide them to which services are available and how to contact these services over the Christmas and New Year holiday period. - To arrange and circulate list. 	be circulated by 2 nd week in	All service managers, PCT and Winter Planning

MENTAL HEALTH	CHAIR: MARIAN GOODRICH		
SERVICE PROFILE	WINTER PLANNING	OUTSTAND WORK	CONTACT NAMES/NO
	<ul style="list-style-type: none"> Libraries, First Stop Shop, pharmacies and voluntary sector (Age Concern). All district nurses and Health visitors to have copies. 		

CHILDREN'S SUB GROUP (2004-5)	CHAIR: STEVE GOODMAN, HEAD OF CHILDREN & FAMILIES LBH		
SERVICE PROFILE	WINTER PLANNING	ONGOING OUTSTANDING WORK	CONTACT NAMES/NUMBERS
<p>Homerton Hospital Children's Service</p> <ul style="list-style-type: none"> This service comprises the A&E Children's Service, the Ambulatory Care Service (observation and treatment within a 24 hour period of hospitalisation, a transfer service (to the BLT for inpatient care or elsewhere for intensive care), the Hospital at Home service and Outpatient & GP Rapid referral Clinics. 	<ul style="list-style-type: none"> Normal service for Starlight Ambulatory & Children's Emergency Assessment services (open 24hrs/ day). Full consultant, junior medical and nursing staff cover. Hospital at Home Team service will continue to be provided with Hospital visits Routine outpatients closed from 24 December 2004-3 January 2005 GP Rapid Referral hotline closed BH and Weekend only 	<ul style="list-style-type: none"> List of 'Continuing Care' children to be sent to the Homerton by Community Children's Nursing team (PCT) who may require care at HuH when the service is closed 	<p>CHILDREN EMERGENCY ASSESSMENT UNIT ☎ 020 8510 7808. STARLIGHT UNIT ☎ 020 8510 7450. (HOMERTON HOSPITAL)</p>
<p>Children & Families Social Work service including Child Protection Services</p> <ul style="list-style-type: none"> Child Protection including pre-birth services. Fostering. 	<ul style="list-style-type: none"> Normal services available on 24, 29,30, 31 December. Arrangements have been made to provide a back up service for the on-call Social Worker to help with any additional demand. Child Protection Services – On call arrangements will apply over the Bank Holiday period. Approved social worker within the Emergency Duty Team (EDT). The team will have access to hard copy of client database. Emergency fostering/placements will be available, co-ordinated by the Emergency Duty team. An emergency bed service exists to take young people on a temporary basis, up to 6 days. The beds in this service will be used only if all other options have been exhausted. Foster carers now have access to a 24hr 365 days emergency number for support from a specialist social worker All child protection examinations will be provided by Homerton paediatricians at the Homerton Hospital in conjunction with Stoke Newington F.M.O Dates for Child protection conferences in January are to be confirmed. Residential staff will be offered flu jabs if they wish 	<ul style="list-style-type: none"> Arrangements for pre-birth conference for at risk mothers and babies under review, with the aim of producing protection plans well in advance of delivery. Contact arrangements for duty service have numbers of staff they can contact for support and advice. 	<p>SOCIAL WORK EMERGENCY DUTY TEAM ☎020 8356 2300</p> <p>Corporation of London 0207 332 1224 ask for Children & Families Duty Worker. To contact Corporation of London outside of office hours call London Borough of Hackney Emergency Duty Team (020 8356 2300)</p>

CHILDREN'S SUB GROUP (2004-5)	CHAIR: STEVE GOODMAN, HEAD OF CHILDREN & FAMILIES LBH		
SERVICE PROFILE	WINTER PLANNING	ONGOING OUTSTANDING WORK	CONTACT NAMES/NUMBERS
<p>City & Hackney Community Children's Services</p> <ul style="list-style-type: none"> Clinics, Child Development Services, Child And Adolescent Mental Health Services and Child Protection Services. 	<ul style="list-style-type: none"> Community Paediatrics - Service available on normal working days. Overnight, weekends and Bank Holiday assessments will be performed by Homerton paediatricians, with the exception of suspected sexual abuse (police and forensic medical officer). An out-of-hour emergency service for Child and Adolescent Mental Health (CAMH) referrals is already in operation. This involves initial assessment by Paediatrician and then, referral on to SHO (adult psychiatry) and if further referral required then Specialist CAMHS Registrar is contacted (see Appendix 1 for details including adult mental health) 		<p>Homerton Children's Emergency Assessment ☎ 020 8510 7808.</p> <p>Contact Dr on call via Homerton switchboard ☎ 020 8510 7808</p>
<p>City & Hackney Health Visiting Service</p> <ul style="list-style-type: none"> Provision of advice and support to families in the home, general practice and health centres, primarily to those with under 5's and vulnerable families Service organised on north and south basis, with 6 teams supporting GP practices. 	<ul style="list-style-type: none"> Normal service will be provided apart from Bank Holidays Health Visitors will undertake initial assessments prior to Bank Holidays. Child Health Clinics (including welfare foods sales) will run as normal until Xmas Eve List of vulnerable clients to be completed by beginning of December, and will be held by the Emergency Duty Team. 		<p>Service Development Manager 07811188099</p>

CHILDREN'S SUB GROUP (2004-5)	CHAIR: STEVE GOODMAN, HEAD OF CHILDREN & FAMILIES LBH	
SERVICE PROFILE	WINTER PLANNING	ONGOING OUTSTANDING WORK CONTACT NAMES/NUMBERS
City & Hackney Community Gynaecology Services <ul style="list-style-type: none"> Family Planning and young peoples clinics Termination service Emergency contraception 	<ul style="list-style-type: none"> Family planning clinics closed on Bank Holidays. Services will return to normal from Tuesday 4 January Dates for FP clinics (see rota on Appendix 2) TOP service available on 21st/22nd/23rd/30th December 24th & 31st AM only Limited service between Christmas and New Year, likely to create delays in January. GP Co-op/Heathcall provides emergency contraception prescriptions for their own patients. Please see Directory of Services for opening times. Emergency contraception is also available via Homerton A&E and Walk in Centre as a last resort between 8am-8pm. Patients will be triaged and referred to Gynaecology ward for advice and prescription. 	Family planning clinics – for full details of service availability please refer to rota on Appendix 2 TOP details are not included.

**Appendix 1
Mental Health Services Over the Christmas Period**

Community Adult Mental Health Services

In City and Hackney, there are four community mental health teams that can offer help and advice, Monday to Friday 9am – 5pm

North East Team 020 8919 8999
 South East Team 020 8533 6116
 North West Team 020 7923 0257
 South West Team 020 7445 7900

For help in an emergency outside of normal working hours call 020 8356 2300

The Crisis Team will be working from 9-5pm on the bank holidays and are available on 020 8510 8033

The Home Treatment Team working hours for the Christmas period from 9am – 9pm seven days a week . Outside these hours, the Liaison nurse will pick up any queries and will deal with any issues through the A&E dept.

The Emergency Clinic will be closed only on the Bank holidays

The Day Hospital: East 9 will be open every single day over the Christmas period. It operates as a drop-in service for current and ex-clients.

In patient Mental Health Services

In patient services in the East Wing, Homerton University Hospital will continue as normal.

The Liaison team will be working from 9am –9pm and are available on bleep 073 from the switchboard at the Homerton.

Child & Family Consultation Service

24 December 2004	Emergency Cover only
27 and 28 December 2004	Closed
29, 30 and 31 December 2004	Emergency Cover only
3 January 2005	Closed
4-7 January 2005	Skeleton Staff

During this time if you need to contact someone, your GP can offer help and advice and put you in touch with services that can help. For help in an emergency, an emergency service is provided through the Accident & Emergency Department at the Homerton University Hospital. Telephone 8510 7808

APPENDIX 2

WOMEN & YOUNG PEOPLE'S SERVICES IN HACKNEY Family Planning Sessions: w/e: SATURDAY 25TH DECEMBER 2004

	MONDAY 20TH	TUESDAY 21ST	WEDNESDAY 22ND	THURSDAY 23RD	FRIDAY 24TH	SATURDAY 25TH
AM		<u>HOM DSU 8-4</u>	<u>HOM DSU 8-4</u>	<u>HOM WOPD 9.15-1.15</u>	<u>LCHC 9.30-12</u> EMERGENCIES ONLY	
PM	<u>ST LEONARD'S 1.30-3.30</u> <u>LOWER CLAPTON 1.30-3.0</u> JOHN SCOTT DROP-IN 12.00 – 2.00	<u>MILTON COURT 11.30-2</u> <u>LOWER CLAPTON 1.30-3.30</u>	<u>JOHN SCOTT 1.30-3.30</u> <u>WICK 1.30-3.30</u> <u>WELL WOMEN 1.15</u>	<u>ST LEONARD'S 1.30-3.30</u> <u>HOM DSU 1.00-7.00</u>		

EVE	<u>JOHN SCOTT 5.30-7</u> <u>ST LEONARD'S 5.30-7</u> <u>CHOICES 4.30-6.30</u>	<u>LOWER CLAPTON 4-7</u> CHOICES HOMERTON <u>BARTON HOUSE 5.30-7</u>	<u>CHOICES (LCHC) 5.30-7</u>	<u>CHOICES N4 4.00-5.00</u> EMERGENCIES ONLY <u>ST LEONARD'S 5.30-7</u>		
-----	--	--	------------------------------	---	--	--

WOMEN & YOUNG PEOPLE'S SERVICES IN HACKNEY Family Planning Sessions: w/e: SATURDAY 1ST JANUARY

2005

	MONDAY 27TH	TUESDAY 28TH	WEDNESDAY 29TH	THURSDAY 30TH	FRIDAY 31ST	SATURDAY 1ST
			<u>HOM DSU 8-4</u>	<u>HOM WOPD 9.15-1.15</u>	<u>HOM WOPD 9-12.00</u> <u>LCHC 9.30-12.00</u> EMERGENCIES ONLY	
PM	BANK HOLIDAY	BANK HOLIDAY	<u>JOHN SCOTT 1.30-3.30</u>	<u>ST LEONARD'S 1.30-3.30</u> EMERGENCIES ONLY		
EVE			<u>CHOICES (LCHC) 5.30-7</u>	<u>CHOICES N4 4.00-6.00</u> <u>ST LEONARD'S 5.30-7</u> EMERGENCIES ONLY		

PRIMARY AND COMMUNITY SERVICES		CHAIR: STEVE GILVIN
SERVICE PROFILE	WINTER PLANNING	CONTACT NUMBERS
<p>GP Services</p> <ul style="list-style-type: none"> 53 GP practices in City & Hackney. Providing General Medical Services to registered practice population. Opening times vary, dependant on individual GP practices 	<ul style="list-style-type: none"> Mapping of practice availability over Christmas and New Year weekends is taking place. Practices will be open as usual on the 31st December. All practices are open as normal on the morning of 24th December. Some Practices are not opening for the evening surgery on 24th December. This information is attached. The new GMS contract has defined in hours care as 8am to 6.30 PM Monday to Friday except bank holiday. Out of Hours arrangements will be in operation for the rest of the period. (see Out of Hours section) PCT GMS Contract Managers are reviewing with GP's consistency and quality of information to patients about services over the period, including information on NHS Direct, Out of Hours Services, answer-phone messages etc. 	<p>Please refer to the Service Directory for details of surgery opening times/telephone numbers</p>
Flu Vaccinations		

<ul style="list-style-type: none"> • Practices are providing immunisation for flu for the at risk groups and over 65s. • Primary Care Trust provided nursing support and advice on organisational issues to practices needing support to achieve targets and organising catch-up clinics to increase levels of immunisation. 	<ul style="list-style-type: none"> • Flu action plan developed by Working Group and is being actively implemented. • All practices notified of changes to flu immunization policy and reminded re. Ordering vaccine in July. • Practices needing support in managing a flu programme identified and support agreed. • Quality Framework incentive publicised to practices for under 65s who are in at risk groups • PCT has organised a list of nurses willing to work additional hours to work in practices who require additional support to achieve programme targets and in PCT-run clinics. • All practices were advised of how to identify at risk groups as well as over 65 population. – IT training sessions and individual training provided in the run up of the campaign • PCT has held an emergency supply of flu vaccine to ensure practices do not run out of vaccine which has been utilised for one practice affected by the suspension of a supplier of the vaccine. • Monitoring of uptake undertaken via a manual monthly return from each GP practice to the PCT. PCT actively pursuing returns to ensure uptake can be estimated & has provided feedback on October performance to all to practices. Final figures expected in Jan. • PCT is instigating catch-up clinics to be held in December to supplement practice provision. • Specific emphasis on encouraging practices to run clinics and contact patients in November to keep activity high in November. <p>Action plans for staff immunisations developed –by PCT, Homerton, LBH, + Mental Health Trust</p>	
<p>GP Out of Hours Services</p>		

SERVICE PROFILE	WINTER PLANNING	CONTACT NUMBERS
<p>District Nursing services</p> <p>District Nursing Services Profile</p> <ul style="list-style-type: none"> • Provide high quality, culturally sensitive nursing care for people in their own homes or community setting. • Promote and maintain independent living by rehabilitation. • Promote a co-ordinated approach to hospital discharge that facilitates a seamless service leading to improved health outcomes by working closely with Acute unite, Local Authorities and other stakeholders. • Reducing the incidence of admission and re-admission by supporting and educating both patients and carers to seek early intervention for potentially debilitating conditions. • Promoting health in all areas of practice to reduce ill health and promote healthy lifestyles. • Promote the use of evidence based practice in all our clinical activities ensure the most clinically effective use of resources to improve patient care. • Promote patient involvement in both planning of care and delivery. • District Nursing Service is organised into 4 teams based on the current patch boundaries, supporting GP Practices. • Evening District Nursing Service is available from 5pm – 11.30pm • First Response Multi-Agency Team – located at the Homerton Hospital. The team provides services for acutely ill clients to be nursed in their own homes or residential settings, avoiding unnecessary admission to hospital. • Referral to District Nursing Services is made via the Central Referral Line on 0208 533 7638. The service operates 7 days a week 8.30am – 5pm 	<ul style="list-style-type: none"> • Duty rotas are now completed and normal Bank Holiday service will be in operation, referrals through the Homerton Switchboard. 365-day service. • Mapping of vulnerable clients being undertaken. A list of clients to be updated throughout December by DN teams. • Specialist equipment and continence supplies confirmed. • Liaison with NHS Direct to ensure clear communication with patients about accessing District Nursing services. 	<p>For First Response Team contact ☎ 020 8510 7549</p> <p style="text-align: center;">District Nursing</p> <ul style="list-style-type: none"> • Referrals through Central Referral Fax Line on 020 7683 4302. Confirmation within 1 hour – otherwise call 020 7683 4130 • Weekend & bank holiday service will operate (including 25th, 26th Dec and 1st, 3rd Jan 03.) To contact Day (8.30am-5pm) & Evening (5pm-11.30pm) Duty / On-call District Nurse, page through Homerton switchboard – 020 8510 5555 • Evening DN service 24hour answering machine 020 7683 4457. Fax: 020 7301 3449 or 0207 683 4449 • Duty / On-call DN's & Evening DN service will hold copy of Vulnerable Persons lists for each patch • No on call after 11.30pm until 8.30 a.m.

Health visiting services		
<ul style="list-style-type: none"> Provision of advice and support to families at home primarily to those with under 5's and vulnerable families Service organised on a locality basis, 8 teams supporting GP practices within '4 patches'. 	<ul style="list-style-type: none"> Duty rotas have been drawn up for Team manager with HV qualification. Priority will be given on 24th, 29th, 30th, and 31st December & 3rd Jan to doing New Birth Visits (NBV's) and contacting vulnerable families. Service not normally operational over Bank Holidays Agreed that Health Visitors will do NBV's on 8th or 9th day Mapping of vulnerable clients being undertaken. A list of clients to be updated throughout December by patch teams will be held by the Emergency Duty Team and the Community Nurse Team Leader on call. Community Nurse Team Leaders will be on call. 	To contact Modernisation Nurse Manager on call ring ☎020 8345 6789 and ask for the individual to be paged or alternatively ring the mobile number.
Advocacy Services		
<ul style="list-style-type: none"> Interpreting and advocacy services for Ethnic Minority clients 	<ul style="list-style-type: none"> City and Hackney Advocacy Services – no service available over Bank Holidays. Language Line – available to account holders. Cover for Trust Clinics available via language line. Service available for GPs funded by HAZ, provided by Newham Language shop – providing telephone-interpreting service for 140 Languages. Service is accessed by 47% of Hackney practices (92%) 	Newham Language Shop ☎020 8557 8738
Welfare Foods Sales		
<ul style="list-style-type: none"> The provision of baby milk and vitamin drops to clients 	<ul style="list-style-type: none"> Welfare food sales opening times from health centres and clinics have been confirmed. 	Refer to Directory of Services for opening times and contact numbers of clinics/Health Centres.
Continence and Equipment Supplies		
<ul style="list-style-type: none"> The provision of Home nursing equipment and continent supplies to clients in their own home Referrals made through the District Nursing Service 	<ul style="list-style-type: none"> Confirmed both services availability and order processes over the winter period. Dates of services availability to be confirmed. 	Referral through District Nursing Service
Primary Care Psychology		
<ul style="list-style-type: none"> Service based at St Leonard's and operating from 6 Primary care sites. 	<ul style="list-style-type: none"> Skeleton emergency service available, during 2 holiday period weeks. 	PSYCHOLOGY – ST LEONARDS ☎020 7683 4278

Palliative Care and Marie Curie	<ul style="list-style-type: none"> • 	
Nursing care for terminally ill patients at home or in hospice setting. Marie Curie home nursing services available. Referrals made through District Nursing Service.	<ul style="list-style-type: none"> • No change. Bank Holiday services, advice and support available from St Joseph's Hospice. • Service has experienced problems in recruiting to nurse link centre. 	ST JOSEPH'S HOMECARE TEAM ☎020 8525 6060 MARIE CURIE NURSELINK CENTRE ☎0845 600112(Referrals by district nurses only)
General Dental Services	<ul style="list-style-type: none"> • 	
<ul style="list-style-type: none"> • High Street Dentists 	<ul style="list-style-type: none"> • Emergency service available at Barts and the London Trust (Whitechapel site) throughout period. • There will be no significant GDP service available on Bank Holidays. 	A&E Dental Suite @ Whitechapel ☎020 7377 7000 ext 2329 for enquiries during opening hours. Opening hours confirmed, please see Directory of Services. Please note it is advisable to telephone first to ensure that the number of accepted patients has not reached capacity. On occasions, it is necessary to close before the advertised closing times, due to the high number of patients attending the service.
Pharmacy		
<ul style="list-style-type: none"> • High Street Pharmacists • Homerton Acute pharmacy department - pharmaceutical services to A&E department and acute in patient units 	<ul style="list-style-type: none"> • The availability of community pharmacies in City & Hackney over the period has been collated and is attached. • Information will be available to NHS Direct as soon as collated. 	See Directory of Services for contact numbers and opening times of pharmacies in City & Hackney.

EAST LONDON AND THE CITY FAMILY HEALTH SERVICES AGENCY

**DISPENSING ARRANGEMENTS FOR
CHRISTMAS AND NEW YEAR 2004 - 2005**

Listed below are the names, addresses and hours of opening of chemist contractors in the **LONDON BOROUGH OF CITY & HACKNEY** who will provide a dispensing service over the Christmas and New Year Holidays.

NAMES & ADDRESSES	25.12.04	26.12.04	27.12.04	28.12.04	03.1.05
Norlington Ltd. Broadway Market Dalston London, E8 4PH Tel. 020 7254 1568	<u>Rota</u>	Rota	Rota 10am – 12pm	<u>Rota</u>	Rota 10am – 12pm
ABC Drug Stores Ltd. 170 – 172 Stamford Hill N16 6QX Tel. 020 8809 2249	<u>Rota</u>	Rota 10am – 2pm	Rota	Rota	Rota
Silverfields (Mile Star Ltd.) 141 Homerton High Street London, E9 6AS Tel. 020 8985 3654	<u>Rota</u> 10am – 1pm	Rota	Rota	<u>Rota</u> 10am – 1pm	Rota
Tesco Stores Ltd. Morning Lane Hackney London, E9 6ND Tel. 020 8218 014	<u>Rota</u>	Rota	Rota	Voluntary 8am – 8pm	Voluntary 8am – 8pm
Safeway Stores Ltd. 47-49 Stamford Hill London, N16 5SR Tel 020 8809 3369	<u>Rota</u>	Rota	Rota	<u>Voluntary</u> 9am – 6pm	Voluntary 9am – 6pm

HL Mistry Chemists 2 Olympus Square Nightingale Estate London, E5 8PL Tel. 020 8985 1873	<u>Rota</u> 10am –12pm	Rota 10am – 12pm	Rota 10am – 12pm	Rota 10am – 12pm	Rota 10am – 12pm
--	----------------------------------	----------------------------	----------------------------	----------------------------	----------------------------

Hackney Learning Difficulties Services							Monday to Friday 0900 to 1700 Closed for public holidays and weekends OUT OF HOURS: EMERGENCY DUTY TEAM: 0208 356 2300			
SERVICE PROFILE							WINTER PLANNING		OUTSTANDING WORK	CONTACT NUMBERS
M	T	W	T	F	S	S	Christmas Eve: Friday Bank Holiday: Monday 27 th and Tuesday 28 th New Years Eve: Friday 31 st Bank Holiday: Monday 3 rd		OUT OF HOURS: EMERGENCY DUTY TEAM: 0208 356 2300	
2	2	2	2	2	2	2				
0	1	2	3	4	5	6				
2	2	2	3	3	1	2				
7	8	9	0	1						
3	4	5	6	7	8	9				
Care Management Service St Leonard's							Closed 27 th and 28 th December and 3 rd January	Identify those users who will be particularly vulnerable and unsupported.	Duty Manager 020 7683 4054	
Administration Service St Leonard's							Closed 27 th and 28 th December and 3 rd January		Contact 0207 683 4006 Gerard Robson Acting Administration Manager	
Reception service St Leonard's							Closed 27 th and 28 th December and 3 rd January		Contact 0207 683 4006 Gerard Robson Acting Administration Manager	
Switchboard Service St Leonard's							Closed 27 th and 28 th December and 3 rd January		Contact 0207 683 4006 Gerard Robson Acting Administration Manager	
Learning Difficulties Services Psychiatric Clinic St Leonard's							Clinics closed 21 st and 28 th December and on 4 th January	Identify those users who will be particularly vulnerable and unsupported.	Contact 0207 683 4006 Lesley Rogers, Administrator.	
Hackney Day Services Projects							Closed from 2.00pm 24 th Dec reopen 5 th December 2005 With skeleton service running for high priority urgent need users (not bank holidays.)	Identify those users who will be particularly vulnerable and unsupported.	Duty Manager 020 7683 4093 or 07985 692664 Day Services Manager	
Learning Difficulties Services Community Learning Difficulties Team							Closed 27 th and 28 th December and 3 rd January Reduced service 24 th , 29 th 30 th , 31 st December.	Identify those users who will be particularly vulnerable and unsupported.	Contact 0207 683 4006 Florence Egbo, Administrator.	
Community Resource Services							Closed on bank holidays and limited service on working days between Christmas and New Year. Service resumes 04.01.05	Identify those users who will be particularly vulnerable and unsupported.	Duty Manager 020 7683 4093 or 07985 692664 Day Services Manager	
Hackney Recruitment Partnership							Closed from 24 th December to 4 th January and between Christmas and New Year. Full service resumes: 04. 01 .20.05	Identify those users who will be particularly vulnerable and unsupported.	Duty Manager 020 7683 4093 or 07985 692664 Day Services Manager	

City Social Services			
Adult Community Service	Closed bank holidays & weekends Hackney out of hour's team provides cover. (City Sub offices available out of hours to authorize placements)		020 7332 1224

Physical Disabilities, Sensory and Long Term Illness Board		Chair: Sandra Howard
SERVICE PROFILE	WINTER PLANNING	CONTACT NUMBERS
Hackney Physical Disabilities Services	<p>Service provided by EDT from 5pm 24/12/04 to 9am on 29/12/04 and 5pm on 31/12/04 to 9am on 04/01/05 – on 020 8356 2300</p> <p>Duty service will be provided by Access team, which will be open on 29/12, 30/12 & 31/12 9am-5.12pm. Closed on 25/12, 26/12 & 1/1 but Managers on call in an Emergency – on 020 8356 7222</p>	<p>205 Morning Lane, E9 6JX All other times 020 8356 6262 if known to service. All new service users contact Access on 020 8356 7222.</p>
Access Service (Physical & Sensory Disabilities, Older People, HIV)	5pm on 24/12/04 to 9am on 29/12/04 5pm on 31/12/04 to 9am on 04/01/05	<p>Emergency Duty Team (EDT) 5pm on 24/12/04 to 9am on 29/12/04 and 5pm on 31/12/04 to 9am on 04/01/05 020 8356 2300</p> <p>Other dates services as normal – to contact Access Services if new service user, Access Team: 1st Contact point for all community referrals 020 8356 7222 (GP's) Access Team will run a 'duty' service for whole of Assessment & Care Management. Will be open on 29/12, 30/12 & 31/12 9am-5.12pm. Closed on 25/12, 26/12 & 1/1 but Managers on call in an Emergency PD Team on 020 8356 6262 if known to the service.</p>
Sickle Cell and Thalassaemia	No Service 27/28 December 04 & 3 rd January 05. 24 th December 04 – 9.00 till 5.00 29 th /30 th /31 st December 04 – 9.00 till 5.00	<p>457 Queensbridge Road, (Office based for Emergency Home Visit) Tel: 0207 683 4570.</p>
Alfred Heath Day Centre	Closed public holidays and weekends	<p>Tel 020 8985 8252 Blessing Naa Omisesam Fax 020 8985 4616</p>
City Social Services Adult Service team -	Closed bank holidays & weekends Hackney out of hour's team provides cover. Outside office hours (020 8356 2300)	Duty 020 7332 1224
City and Hackney t PCT Physical Disabilities Service	Closed bank holidays and weekends Opening hours 8.30 – 5.00	<p>No emergency cover Physical Disabilities Manager Cathy Williams 0207683 4403 Wheelchair Services Meg Bodycoat 0207683 4243 Locomotor Service Hilda Walsh 0207683 4378 Community Reablement Team Louise Murphy 0207683 4148 Community Neurological Team Sally Hall 0207683 4089 Clinical Assessment Service Freya Aldridge 0845111 0198</p>

