Welcome to issue three of our service directory for GPs, updated December 2013.

This directory update is part of our continuing commitment to ensuring that you have all the information you need about us. The following pages outline each of our services, with a description, opening times, method of referral and contact details. We hope you will find it to be a useful resource, and that it will help facilitate rapid and easy access to our teams.

Having consulted with our primary care partners, we have now integrated our community nursing and community therapies teams into four locality based integrated community teams, providing seamless care to patients. For more information on these teams please see page 24.

If you have any comments on this directory and the services we provide, or if you would like further information about South West Essex Community Services, please contact us by telephone on 01268 244600, or by emailing community@nelft.nhs.uk.

Brid Johnson
Managing director
South West Essex Community Services
brid.johnson@nelft.nhs.uk

To find out more, or to view the latest updated version of this directory, please visit:
www.swessexcommunity.nhs.uk
Admission avoidance

The admission avoidance team works jointly with community health services, primary care, the acute trust and other agencies (including social services and ambulance services) to reduce emergency admissions to acute hospitals.

We aim to:

• avoid unplanned admissions into acute hospitals by working with both NELFT services and primary care
• work collaboratively with other agencies, for example, social services, to ensure the wider needs of patients are catered for
• work collaboratively with acute trusts to agree and implement effective pathways from the Minor Injuries Unit (MIU) and A&E department into the community

We will:

• work in collaboration with our host organisation (BTUH) to ensure the protection of vulnerable adults
• work with existing EoL pathways to provide a seamless service for patients in transition from secondary to primary care
• contribute to the development and review of existing pathways, ensuring they are effective, appropriate and meet the needs of patients

Lead person for queries
Gary Townsend
Head of unplanned care

Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

### Referral methods:
- Suitable patients are identified following attendance at BTUH A&E department or acute medical unit

### Address:
Basildon Hospital  
Accident and Emergency Department  
Nethermayne  
Basildon  
Essex

### Contact this service:
Telephone Basildon Hospital switchboard on 0845 155 3111 and ask for admission avoidance on bleep 6654

### Opening times:
11am - 7pm, Monday to Sunday  
(excluding bank holidays)

### Referral criteria:
Any patient attending BTUH A&E department or acute medical unit
Chronic obstructive pulmonary disease (COPD)

Our community COPD team offers specialist care for patients with respiratory disease, particularly chronic bronchitis, emphysema and chronic asthma.

Our team consists of:
- nurses
- physiotherapists
- healthcare assistants
- administrators

Our aim is to improve the health and well-being of patients with respiratory disease.

We provide information on self-management, advice and support for patients and their carers, giving them the skills and confidence to manage respiratory diseases.

We also provide respiratory education for healthcare professionals.

The COPD team provides support and advice when patients are unwell with their respiratory disease, helping to reduce unnecessary hospital admissions and long stays in hospital, and providing follow up after a hospital admission.

For patients who are reaching the end of their life, we act on their choices, plans and preferred place of care.

Lead person for queries
Jan Minter
Nurse consultant

Telephone: 01277 695137
Email: Jan.minter@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

| Referral method: | • SystmOne  
• Referral form faxed or posted to the address or fax number below |
|------------------|---------------------------------------------------------------|
| Address:         | 1st Floor  
Brentwood Community Hospital  
Crescent Drive, Brentwood  
CM15 8DR |
| Contact this service: | Telephone: 01268 242142  
Fax: 01268 246932 |
| Opening times: | Monday to Friday, 9am - 7pm  
Weekends and Bank Holidays 9am - 5pm |
| Referral criteria: | Patients with MRC 3 and above with any of the following:  
• respiratory disease  
• respiratory disease receiving long term oxygen  
• COPD who exacerbate frequently  
• respiratory disease who require frequent admissions to hospital  
• respiratory disease who require specialist intervention or opinion. |
| Exclusions: | Patients with asthma |
Dentistry

Our community dental service sees patients who have special needs which are not provided for by the general dental service (dentists who provide NHS or private dental services from high street practices) or by the hospital dental service.

Patients are referred to us by other health professionals.

We also deliver a general anaesthetic service for children at Basildon Hospital.

We offer oral health advice to young mothers, and to people with learning disabilities and their carers.

If a patient is housebound, we can visit them and advise them on where their treatment can best be provided.

Dental treatment is free for children but adults will have to pay NHS charges, unless they are exempt.

Lead person for queries
Rosslyn Chidgey
Head of community dental service
Tel: 01277 654955
Email: rosslyn.chidgey@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
### Service details

<table>
<thead>
<tr>
<th>Referral method:</th>
<th>Referral form faxed or posted to the fax number or address below</th>
</tr>
</thead>
</table>
| Address:        | Billericay Health Centre  
|                 | Stock Road  
|                 | Billericay  
|                 | Essex CM12 0BJ |
| Contact this service: | Telephone: 01277 654955  
|                  | Fax: 01277 633519 |
| Opening times:  | 9am to 5pm, Monday to Friday |
| Referral criteria: | • Extractions under general anaesthetic for children up to the age of 12 years at Basildon Hospital  
|                  | • Behaviour management and modification for children up to the age of 12 years  
|                  | • Children and adults with complex medical histories, or physical and learning disabilities of severity that a general dental practitioner is unable to complete dental treatment  
|                  | • Domiciliary visits for the housebound  
|                  | • Patients will be expected to pay for treatment  
|                  | • unless they are exempt |

Test results required at point of referral:

- Dental X-ray required when extraction of permanent teeth is requested
Diabetes (adults)

We are a multidisciplinary team which includes diabetes specialist nurses and a diabetes specialist dietician. In addition, we have support from consultant diabetologists. We provide specialist advice and support for adults diagnosed with type 1 and type 2 diabetes, their carers. We also provide healthcare professional education.

We deliver specialist clinical management and care to people with diabetes, assessing their needs, working to stabilise their condition, optimising their diabetes control and treatment, and giving them confidence through self-management.

We run outreach clinics that are bookable through our central office in Craylands Basildon. We do not accept self referrals.

We run clinics at:

- Brentwood Community Hospital
- Craylands
- Great Berry Surgery
- Tilbury Health Centre
- Mayflower Community Hospital, Billericay
- Wickford Health Centre
- South Ockendon
- The Knares, Basildon
- Thurrock Day Hospital
- Grays Walk-in Centre
- Corringham Health Centre

For children's diabetes service, see specialist children's services.

Lead person for queries
Sharon Shelley
Diabetes lead nurse
Telephone: 01268 521555
Email: sharon.shelley@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
**Service details**

**Referral method:**
- SystmOne
- Referral form faxed or posted to the address or fax number below
- Referral management system

**Address:**
Craylands Clinic  
Craylands  
Basildon  
Essex  
SS14 3RR

**Contact this service:**
- Telephone: 01268 521555  
  Fax: 01268 522917

**Opening times:**
8am - 5pm, Monday to Friday (clinics)

**Referral criteria:**
- Both type 1 and type 2, for poor glycaemic control (HBA1c > 7.5%)
- Initiation and management of injectable therapies
- Specialised dietetic input
- Initiation and management of insulin pump therapy
- DAFNE and DESMOND education

**Exclusions:**
- CKD 4
- Pregnancy

**Test results required at point of referral:**
- Baseline recent bloods
- Minimum, HBA1c,
- Kidney function
- Liver function
- Lipids
- Thyroid function
End of life care

Our end of life care team offers support, information, signposting, education and learning/role modelling opportunities for health and social care providers.

This service acts as a resource to support the generic workforce in the provision of care at end of life. This includes supporting and promoting the advance care planning process for people approaching end of life and advocates the use of the National End of Life Care Tools as recommended in the End of Life Care Strategy DH 2008.

We facilitate this in a variety of ways:

- Facilitating conversations to support advance care planning – PPC, DNACPR
- Providing a discharge facilitation pathway between secondary and primary care.
- Providing education and support for health and social care staff
- Supporting and maintaining the coordinated care register
- Acting as the mechanism to support a change in practice in relation to end of life care e.g. initial facilitation of GSF meeting and providing education and support around the advance care planning including DNACPR process

We actively encourage and support the generic workforce to provide high quality care at the end of life by providing an expert resource for health and social care professionals and will work alongside as requested to build confidence and competence.

We work closely with other services in order to encourage conversations in relation to end of life care and advance care planning.

Professionals may contact us if they need advice or support regarding end of life care issues.

We can, on request, visit people to discuss end of life care if the attending staff do not feel confident or competent to discuss these issues.

Lead person for queries
Carolyn Doyle
Lead nurse for end of life care
Telephone: 01375 364435
Email: carolyn.doyle@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
### Service details

<table>
<thead>
<tr>
<th><strong>Referral method:</strong></th>
<th>Telephone on number below</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>End of life care team</td>
</tr>
<tr>
<td></td>
<td>Gifford House</td>
</tr>
<tr>
<td></td>
<td>Thurrock Community Hospital</td>
</tr>
<tr>
<td></td>
<td>Long Lane</td>
</tr>
<tr>
<td></td>
<td>Grays</td>
</tr>
<tr>
<td></td>
<td>Essex RM16 2AX</td>
</tr>
<tr>
<td><strong>Contact this service:</strong></td>
<td>Telephone 01375 364435</td>
</tr>
<tr>
<td><strong>Opening times:</strong></td>
<td>9am - 5pm, Monday to Friday</td>
</tr>
<tr>
<td><strong>Referral criteria:</strong></td>
<td>No referral required. We will respond to any enquiries relating to end of life care.</td>
</tr>
</tbody>
</table>
Our community epilepsy service offers adults advice and consultation on all aspects of epilepsy, including:

- long-term drug treatment and careful monitoring of the individual’s epilepsy
- changes in treatment according to changes in situation, such as pregnancy
- living with epilepsy, for example, education, employment and driving
- working towards the best quality of life

We also provide training and education to carers and staff caring for people with epilepsy.

We provide clinics at three sites:

- Orsett Hospital
  Wednesday, 9am to 5pm
- Brentwood Community Hospital
  Tuesday, 9am to midday
- Basildon Hospital
  Tuesday, 9am to midday

We also run a telephone clinic for people who are unable to attend a clinic during our opening hours. An appointment is required to access a telephone clinic.

For children’s epilepsy service, see specialist children’s services.

Lead person for queries
Sarah Roberts
Head of neurological and tissue viability specialist services
Telephone: 01277 695146
Email: sarah.roberts@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

**Referral method:**  
- SystmOne  
- Secure email andrew.hughes4@nhs.net  
- Telephone on the number below

**Address:**  
Brentwood Community Hospital  
Crescent Drive, Brentwood  
Essex CM15 8DR  

John Tallack Centre  
Thurrock Community Hospital  
Long Lane, Grays  
Essex RM16 2PX

**Contact this service:**  
Brentwood -  
Telephone: 01277 695038  
Fax: 01277 695056  

Thurrock -  
Telephone: 01375 364413  
Fax: 01375 364458

**Opening times:**  
9am - 5pm, Monday to Friday

**Referral criteria:**  
- Adults over the age of 18  
- Living in south west Essex  
- Registered with a south west Essex GP

**Exclusions:**  
Patients:  
- who have an acute or unstable psychiatric disorder requiring specialist acute psychiatric input  
- who have drug or alcohol dependency/ Requiring detoxification from drugs or alcohol  
- requiring respite care  
- requiring urgent social care services unless the primary need is for health care  
- with potential malignant haematology conditions and/or acute, severe laboratory test abnormalities
Essex sickle cell and thalassaemia

Essex sickle cell and thalassaemia service offer a range of services to ‘at risk’ couples, families with children affected with Sickle cell and Thalassemia and/ other unusual haemoglobin variant.

The service ensures mechanisms are in place to ensure linkage of both antenatal and newborn screening results and to ensure effective monitoring of the service.

The service works alongside the newborn screening laboratories for coordination and management of affected and carrier results for Sickle Cell and Thalassemia in line with the Essex SHA screening pathway.

The service provides and delivers specialised education and training resources to community health staff, hospital staff and other agencies involved in the antenatal and newborn screening for sickle cell and Thalassaemia.

The Service provides an evidenced based specialist nursing service, with effective clinical leadership, offering counselling, support and signposting.

Lead person for queries

Lara Odelusi
Advanced specialist practitioner

Telephone: 01277 627904
Email: lara.odelusi@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

| Referral method: | • Self referral  
|                 | • Referral form faxed or posted to the address or fax number below |
| Address:        | Essex Sickle Cell and Thalassaemia Service  
|                 | Mayflower Community Hospital  
|                 | Blunts Wall Road  
|                 | Billericay  
|                 | Essex CM12 9SA |
| Contact this service: | Telephone: 01277 627904  
|                   | Fax: 01277 621149 |
| Opening times:  | 9am - 5pm, Monday to Friday |
| Referral criteria: | • Children  
|                   | • At Risk couples of haemoglobinopathy |
Our integrated community haematology service is led by a community consultant haematologist, Dr Andrew Hughes, who provides direct clinical support for both day hospitals. These are enhanced local services providing easier access for GPs and patients and providing advice and management closer to the patients home.

We support and optimise patients’ level of function, maximising independence and typically enabling patients and service users to resume living at home.

We provide:

- Rapid Advice Service for Haematology (RASH)
- Anticoagulation service
- DVT assessment service
- Intravenous therapies

**RASH**

We offer rapid advice and support to GPs who are managing patients with haematology problems or abnormal haematology test results.

**Anticoagulation service**

We provide direct access to a community anticoagulation clinic at Brentwood Community Hospital for initiation and on-going monitoring of anticoagulation treatment as well as clinical advice and support. This is a nurse led service with consultant support located in Brentwood Day Hospital.

**DVT assessment service**

Our DVT service provides complete assessment, diagnosis and management for patients with a suspected DVT in a community setting.

At both Brentwood and Thurrock day hospitals, we also provide:

- intravenous therapies
- blood and platelet transfusions
- iron infusion
- bisphosphonate infusion
- therapeutic venesection

**Lead person for queries**

Dr Andy Hughes  
Consultant community haematologist  
Telephone: 01277 695028  
Email: andrew.hughes@nelft.nhs.uk  
(Please do not email patient identifiable information to this address.)
### Service details

**Referral method:**
- SystmOne
- Secure email andrew.hughes4@nhs.net
- Telephone on the number below

**Address:**
Brentwood Community Hospital  
Crescent Drive, Brentwood  
Essex CM15 8DR

John Tallack Centre  
Thurrock Community Hospital  
Long Lane, Grays  
Essex RM16 2PX

**Contact this service:**

| Brentwood - | Telephone: 01277 695038  
Fax: 01277 695056 |
|------------|-----------------|
| Thurrock - | Telephone: 01375 364413  
Fax: 01375 364458 |

**Opening times:** 9am - 5pm, Monday to Friday

**Referral criteria:**
- Adults over the age of 18
- Living in south west Essex
- Registered with a south west Essex GP

**Exclusions:**

Patients:
- who have an acute or unstable psychiatric disorder requiring specialist acute psychiatric input
- who have drug or alcohol dependency requiring detoxification from drugs or alcohol
- requiring respite care
- requiring urgent social care services unless the primary need is for health care
- with potential malignant haematology conditions and/or acute, severe laboratory test abnormalities
Heart failure

Our community heart failure service provides long-term medical management and support for patients suffering from chronic heart failure, including:

• identification of newly diagnosed heart failure patients
• early follow-up for post-discharge patients admitted for both short and long-term stays with a confirmed diagnosis of heart failure
• support and maintenance of clinical management plans via clinics and home visits
• titration (mixing or diluting) of medication after clinical assessment at clinic or home visits
• telephone assessment and crisis intervention via a helpline within working hours
• coordination and planning of the pathway involving all professionals caring for the patient

Lead person for queries
Jan Minter
Cardiac nurse consultant

Telephone: 01268 246923
Email: jan.minter@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

**Referral method:**
- SystmOne task
- Self referral
- Telephone on number below
- Referral form faxed or posted to the address or fax number below

**Address:**
Suite 1a, Phoenix Court
Christopher Martin Way
Basildon
Essex SS14 3EZ

**Contact this service:**
Telephone: 01268 246923
Fax: 01268 246932

**Opening times:**
9am - 5pm, Monday to Friday

**Referral criteria:**
Confirmed diagnosis of heart failure via echocardiogram

**Test results required at point of referral:**
BNP (if available) and/or echocardiogram
Long term conditions

Our long term conditions (LTC) service provides effective complex case management of adult patients with long term conditions.

Our service consists of community matrons and assistant practitioners who are aligned with specific GP practices.

Our aim is to optimise care delivered outside of acute hospital settings and reduce unnecessary admissions. Our LTC service will work in synergy with:

- general practice
- community inpatient services
- day hospital assessment and treatment services
- community mental health services
- ambulance services
- condition specific specialist services

We work closely with other health and social care professionals to prevent unnecessary hospital admission, and also to enable early discharge where possible.

Lead person for queries
Gary Townsend
Head of unplanned care

Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

**Referral method:**
- SystmOne task
- Self referral/Health/social Care professional
- Telephone on number below
- Referral form faxed to Single Point of Access (SPA) on 01268 242148/9

**Address:**
Various locations across south west Essex aligned to GP practices

**Contact this service:**
- Telephone: 01268 242141
- Fax: 01268 246932

**Opening times:**
9am - 5pm, Monday to Friday

**Referral criteria:**
Any patient above the age of 18 years registered with a long term condition

**Test results required at point of referral:**
None
Our integrated community teams provide a wide range of nursing care, physiotherapy and occupational therapy to mainly housebound patients.

We provide care for people with more than one long term condition, including:

- end of life care
- chronic wounds
- pressure ulcer management
- diabetes
- elderly and frail
- administering injections
- step up care to avoid hospital admission
- step down care to facilitate discharge

We also have a health promotion and advice role, giving support and reassurance to patients and carers.

In urgent situations, nurses will provide phlebotomy. A bladder scanner and an ECG machine are available at some locations.

The service has staff with extended skills in consultation, diagnosis, and independent prescribing.

We focus on what support the patient needs to achieve their rehabilitation goals following illness or injury. With our help, patients can be discharged from hospital or avoid admission to hospital.

Visits and treatment are carried out in our clients’ home environment. Patients can be seen three to four times daily if necessary, maintaining their independence and keeping them from needing to visit hospital.

Our community therapists provide physiotherapy and occupational therapy rehabilitation programmes to adults experiencing a loss of independent living who are housebound.

The need for physiotherapy or occupational therapy may be the result of a number of medical conditions, including:

- orthopaedic conditions, such as hip replacements or arthritis
- neurological conditions, such as a stroke or Parkinson’s disease
- respiratory problems, such as a chest infection

We also provide assessment and diagnosis for falls and mobility.

We provide help to ensure patients with physical problems remain as independent as possible. This may take
the form of a personalised programme, advice and information, the loan of specialist equipment or minor adaptations.

All rehabilitation programmes we deliver are time limited and goal orientated.

<table>
<thead>
<tr>
<th>Service details</th>
</tr>
</thead>
</table>
| **Referral method:** | • SystmOne task  
• Self referral  
• Telephone on number below  
• Referral form faxed to Single Point of Access (SPA) on 01268 242148/9 |
| **Address:** | Various locations across south west Essex |
| **Contact this service:** | Phone: 01268 242142  
Fax: 01268 242148/9 |
| **Opening times:** | Staff available 24 hours a day, seven days a week  
- can be contacted via Single Point of Access (SPA)  
7am - 7pm  
Out of hours contact via Basildon Hospital switchboard on 0845 1553111 |
| **Referral criteria:** | • Housebound adults over the age of 18  
• Requiring universal nursing care  
• Living in south west Essex  
• Registered with a south west Essex GP  
• Requiring physiotherapy or occupational therapy |

**Lead person for queries**  
Philomena Arthur  
Head of adult community nursing  
Telephone: 01268 244600  
Email: philomena.arthur@nelft.nhs.uk  
(Please do not email patient identifiable information to this address.)
Macmillan specialist palliative care including occupational therapy

We provide a range of services to support individuals with complex needs who are being treated palliatively or are nearing the end of their lives. We also provide advice, education, information and support for the people that play an important role in their well-being including families, carers including professional carers from health and social workforce.

Community Macmillan specialist palliative care

Our team offers specialist palliative care assessment, advice, support and symptom management for those in our community with life limiting illness and complex needs. We offer on-going support whenever there are complex issues throughout the patient journey.

We work as part of a multidisciplinary team in order to ensure people receive appropriate care and intervention when needed. We do not offer hands on nursing care but will work collaboratively with other services to ensure people’s holistic needs are met.

We work as a specialist resource to health and social care providers across the locality.

Macmillan specialist occupational therapy

Our team offers specialist assessment for people affected by life limiting illness who need occupational therapy support.

We work as part of a multidisciplinary team to ensure the care planned is the most appropriate to meet the person’s needs.

We liaise with a diverse range of other professionals to ensure that people have access to appropriate resources throughout their disease trajectory, including at the end of life. This may include accessing specialist equipment.

See also: End of life care.

Lead person for queries
Carolyn Doyle
Lead nurse for end of life care

Telephone: 01375 364435
Email: carolyn.doyle@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

| **Referral method:** | • Telephone on number below  
• Referral form faxed or posted to the address or fax number below |
|----------------------|-----------------------------------------------------------------------|
| **Address:**         | Gifford House  
Thurrock Community Hospital  
Long Lane  
Grays RM16 2PX |
| **Contact this service:** | Telephone: 01375 364449  
01375 364419  
Fax: 01375 373136 |
| **Opening times:**   | 9am - 5pm, Monday to Friday |
| **Referral criteria:** | Macmillan palliative care  
People over the age of 18 years, with life limiting illness, a palliative diagnosis and complex needs  
Macmillan occupational therapy  
People affected by life limiting illness needing specialist occupational therapy assessment and support |
Parkinson’s

Our community Parkinson’s service works with anyone who has a confirmed diagnosis of Parkinson’s disease. We offer coordinated care across the pathway, providing and facilitating care and support for both patients and their carers.

We work closely with all our other community teams, particularly in the later stages of the disease.

We provide:

- domiciliary reviews
- medication management
- direct liaison with GPs and neurologists
- support and advice for care home staff, residents and their families
- referrals to MDT
- palliative care advice
- telephone support

We see patients at locality clinics across south west Essex and will also carry out home visits as needed.

Lead person for queries
Sarah Roberts
Head of neurological and tissue viability specialist services
Telephone: 01277 695146
Email: sarah.roberts@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
Referral method:
- SystmOne task
- Self referral
- Telephone on number below
- Referral form faxed or posted to the address or fax number below

Address:
Integrated therapy department
1st Floor
Brentwood Community Hospital
Crescent Drive
Brentwood
Essex CM15 8DR

Contact this service:
Telephone: 01277 695241
Fax: 01277 695263

Opening times:
9am - 5pm, Monday to Friday

Referral criteria:
- Adults over the age of 18
- Confirmed diagnosis of Parkinson’s disease
- Registered with a GP in south west Essex
The rapid response and assessment service (RRAS) is a joint initiative between Thurrock Council and South West Essex Community Services for Thurrock residents aged 18 years and over.

We provide rapid health and social care assessment for Service users and carers who are in or and approaching a crisis.

We aim to -

• reduce unnecessary admission to residential care
• reduce unnecessary admission to secondary care
• provide intermediate care in the right place, at the right time, by the right team
• support carers.

The team includes:

• advanced nurse practitioners (independent prescribers)
• social workers
• health care assistants
• administration support

What the team can do for you:

• provide a rapid health and social care assessment within 2 hours to prevent unnecessary admissions to hospital and long term residential care.
• coordinate a Service user pathway/package into intermediate care services.
• to provide ongoing support to other primary care services to prevent further unplanned admissions to secondary/residential care

Lead person for queries
Gary Townsend
Head of unplanned care

Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

<table>
<thead>
<tr>
<th>Referral method:</th>
<th>Telephone on number below</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>RRAS Office,</td>
</tr>
<tr>
<td></td>
<td>John Tallock Centre</td>
</tr>
<tr>
<td></td>
<td>Thurrock community hospital</td>
</tr>
<tr>
<td></td>
<td>Long Lane</td>
</tr>
<tr>
<td></td>
<td>Grays</td>
</tr>
<tr>
<td></td>
<td>RM16 2PX</td>
</tr>
<tr>
<td><strong>Contact this service:</strong></td>
<td>01375 896037</td>
</tr>
<tr>
<td><strong>Opening times:</strong></td>
<td>9am - 9pm, Monday to Friday</td>
</tr>
<tr>
<td></td>
<td>(social worker on call 9-5 at weekends and bank holidays, access via Thurrock community solutions 01375 372468)</td>
</tr>
<tr>
<td><strong>Referral criteria:</strong></td>
<td>adults over the age of 18</td>
</tr>
<tr>
<td></td>
<td>resident of Thurrock</td>
</tr>
<tr>
<td></td>
<td>at risk of an unnecessary hospital admission or long term residential care</td>
</tr>
<tr>
<td></td>
<td>carer at risk of breakdown</td>
</tr>
<tr>
<td><strong>Exclusions:</strong></td>
<td>under 18 yrs. of age</td>
</tr>
<tr>
<td></td>
<td>obstetric patients</td>
</tr>
<tr>
<td></td>
<td>requiring acute care intervention</td>
</tr>
<tr>
<td></td>
<td>suspected stroke or TIA</td>
</tr>
<tr>
<td></td>
<td>chest pain or suspected heart attack</td>
</tr>
<tr>
<td></td>
<td>suspected poisoning</td>
</tr>
</tbody>
</table>
Safeguarding vulnerable adults

Our safeguarding adults’ nurses provide specialist advice, expert knowledge, organisational leadership and support, training and audit to the professionals of North East London NHS Foundation Trust.

We work especially closely with our integrated community teams and in-patient facilities, where they have concerns about patient care in relation to safeguarding risk and/or mental capacity assessments.

We provide support to operational staff in clinical case management and investigations when it is appropriate for our services to do so. We will work together with you and our safeguarding partners in the local authority, health, police, fire and housing services, to ensure vulnerable adults at risk of abuse are provided with care which is free from abuse or neglect.

Please contact us if you need information regarding:

• any concerns that an adult at risk of abuse or a group of adults are being neglected or experiencing physical, emotional or financial abuse
• any concerns about a vulnerable adult living with domestic violence
• mental capacity assessments and decision making when a person appears to lack mental capacity and has a significant decision about their life to make?
• any high risk situation relating to non-compliance in care and/or people putting themselves at risk
• any disclosed safeguarding information

To speak to a safeguarding nurse, please see contact details opposite

Alternatively see the safeguarding adults pages on the NELFT web site www.nelft.nhs.uk

For safeguarding children, please see specialist children’s services.

Lead person for queries
Chelle Farnan
Named nurse for safeguarding adults

Telephone: 0300 555 1201 Ext: 4716
Email: chelle.farnan2@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
**Service details**

<table>
<thead>
<tr>
<th><strong>Referral method:</strong></th>
<th>Telephone or email</th>
</tr>
</thead>
</table>
| **Address:**         | Suite 4  
Phoenix House  
Christopher Martin Road  
Basildon  
Essex SS14 3EZ |
| **Contact this service:** | Telephone: 0300 555 1201 Ext: 4716  
Email: safeguarding.adults2@nhs.net  
(This is a secure email address) |
| **Opening times:**   | 9am - 5pm, Monday to Friday |
| **Referral criteria:** | Patients can be referred for consideration for safeguarding vulnerable adults concerns  
To report a safeguarding concern, contact:  
Essex Safeguarding Adults Board  
Telephone: 0845 6037634  
Email: essex.socialcare@essexcc.gcsx.gov.uk  
To report a safeguarding concern in Thurrock, contact:  
Thurrock Adult Safeguarding Board  
Telephone: 01375 372468  
Email: safeguardingadults@thurrock.gov.uk |
Single point of referral

The Single Point of Referral (SPOR) service is joint Essex County Council and south west Essex community services initiative for residents of Basildon, Billericay, Brentwood and Wickford to:

• prevent unplanned emergency admissions
• reduce unnecessary admission to residential care
• provide intermediate care in the right place, at the right time, by the right team
• support carers

The team includes:

• advanced nurse practitioners (independent prescribers)
• social workers
• health care assistants
• allied health professionals
• administration support

What the team can do for you:

• provide a rapid health and social care assessment and treatment plan within 2 hours to prevent unnecessary admissions to hospital and long term residential care.
• coordinate a patient’s pathway/package into intermediate care services.
• to provide ongoing
• support to other primary care services to prevent further unplanned admissions to secondary/residential care

Lead person for queries
Gary Townsend
Head of unplanned care
Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
## Service details

<table>
<thead>
<tr>
<th>Referral method:</th>
<th>Telephone on number below</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact this service:</td>
<td>01277 695550</td>
</tr>
<tr>
<td>Opening times:</td>
<td>9am - 5pm, Monday to Friday</td>
</tr>
</tbody>
</table>
| Referral criteria: | • adults over the age of 18  
• resident of Basildon, Brentwood, Wickford and Billericay  
• at risk of an unnecessary hospital admission or long term residential care |
| Exclusions: | • under 18 yrs of age |
Stroke hub

Our community stroke hub is a multidisciplinary team which provides specialist assessment and intervention to patients with stroke within the first year of onset.

We coordinate the stroke pathway from admission into the acute setting and facilitate transitions into community services including long term care if appropriate.

We offer advice, support and signposting for clients, carers and relatives.

The team consists of specialists in:

- occupational therapy
- physiotherapy
- speech and language therapy
- nursing
- dietetics
- social work

Our aim is to ensure that all patients with stroke have easy, timely and consistent access to specialist services.

We seek to utilise specialist knowledge and skills to ensure service users receive an intervention package tailored to their specific needs.

We maintain appropriate levels of contact with every patient within the first year of their stroke. This will include a specialist review at six weeks, six months and one year.

We work closely with acute and other community healthcare providers, as well as long term and third sector services.

Lead person for queries
Sarah Roberts
Head of neurological and tissue viability specialist services

Telephone: 01277 695146
Email:
sarah.roberts@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
Service details

Referral method: • SystmOne task
• Referral form faxed or posted to the address or fax number below

Address: 1st Floor
Brentwood Community Hospital
Crescent Drive
Brentwood
Essex CM15 8DR

Contact this service: Telephone: 01277 695133
01277 695220
Email: stroke.hub@swessex.nhs.uk

Opening times: 8am - 5pm, Monday to Friday

Referral criteria: • Adults over the age of 18
• Confirmed diagnosis of stroke
• Within one year of onset
• Living in south west Essex
• Registered with a GP in south west Essex

Test results required at point of referral:
• Diagnosed stroke following CT/MRI
Tissue viability

Our tissue viability service offers assessment, treatment and advice for patients suffering from chronic wounds of any aetiology. We also provide advice and support to their carers and health professionals.

On referral, patients will be offered appointments at a suitable local clinic or, if necessary, a domiciliary visit can be carried out. Support is also given to inpatient areas as required.

A significant part of the service is the prevention of tissue breakdown, either from pressure damage or in relation to chronic oedema, especially of the lower limb.

Phone advice on patient management is offered if health professionals feel that it is an appropriate course of action.

Responsibilities include the development of policies and guidelines for wound management, leg ulceration and pressure ulceration.

Education pathways are attached to all of these areas.

Lead person for queries
Sarah Roberts
Head of neurological and tissue viability specialist services
Telephone: 01277 695146
Email: sarah.roberts@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
| Referral method:                      | • SystmOne task                      |
|                                     | • Referral form faxed or posted to the address or fax number below |
|                                     | • Telephone advice available on the number below |
| Address:                             | Room BG058                           |
|                                     | Brentwood Community Hospital         |
|                                     | Crescent Drive                       |
|                                     | Brentwood                            |
|                                     | Essex CM15 8DR                       |
| Contact this service:                | Telephone: 01277 695034              |
|                                     | Fax: 01277 695056                    |
| Opening times:                      | 9am - 5pm, Monday to Friday          |
| Referral criteria:                  | • Adults over the age of 18          |
|                                     | • Managing a chronic wound that is non-healing, including: |
|                                     | • leg ulcers                         |
|                                     | • pressure ulcers                    |
|                                     | • surgical wounds                    |
|                                     | • diabetic wounds                    |
|                                     | • Living in south west Essex         |
|                                     | • Registered with a GP in south west Essex |
Our health visiting and school health teams provide a public health service to children, young people and their families, with a focus on early intervention and prevention, as well as promoting both physical and social well-being. We provide practical help, advice and support.

We provide core interventions through a programme as set out in the ‘healthy child programme’. Our teams work within the community and schools and also work in close partnership with Children’s Centres and other services that provide care to children, young people and families.

Health visiting
Our health visiting teams, led by a qualified health visitor, work directly with families with children under five years, supporting families and children by detecting and intervening where there are health issues, referring to other services where appropriate and providing advice on a range of physical, social and emotional health issues. We also undertake regular development reviews of children and support parents/carers in all aspects of parenting.

School health
Our school nurses work closely with their health visiting colleagues and are primarily involved with children from the age of 5 to 19 years. We offer health promotion activities in the school setting for children and their parents. We are also available to support families around the health needs of their children, and to support the young people themselves, if appropriate. We undertake immunisation programmes within schools.

Our health visiting and school nursing teams are supported by specialist practitioners, who support the service where there are more complex health issues, specifically in relation to parenting and mental health.

Lead person for queries
Caroline Ward
Head of health and well-being
Telephone: 01268 244600
Email: caroline.ward@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

<table>
<thead>
<tr>
<th>Referral method:</th>
<th>Telephone 01268 244674</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Suite 1</td>
</tr>
<tr>
<td></td>
<td>Phoenix House</td>
</tr>
<tr>
<td></td>
<td>Christopher Martin Road</td>
</tr>
<tr>
<td></td>
<td>Basildon SS14 3EZ</td>
</tr>
<tr>
<td>Contact this service:</td>
<td>Telephone 01268 244674</td>
</tr>
<tr>
<td>Opening times:</td>
<td>9am - 5pm, Monday to Friday (excluding Bank Holidays)</td>
</tr>
<tr>
<td>Referral criteria:</td>
<td>Health visiting 0-5 years</td>
</tr>
</tbody>
</table>

#### Your named health visitor:

- **Name:**
- **Job title:**
- **Office base:**
- **Telephone:**
- **Mobile:**
- **Email:**

**What you can expect from your named health visitor:**
Community children’s nursing

Our community children’s nursing team provides nursing care to children at home or in a community setting, for example, at school.

We care for all children with an identified nursing need between the ages 0 to 19 years. A child’s condition/needs may be short or long-term, for example, wound care, administration of antibiotics, or treatment for cancer.

Our community children’s nursing team comprises trained children’s nurses and nursery nurses. Some nurses have a special interest in particular conditions, for example, premature babies, children with cancer, asthma and cystic fibrosis, and children with complex needs.

We work closely with other professionals to help prevent children being admitted to hospital, to enable early discharge.

Our nursery nurse in the team provides food play, baby massage, distraction and play therapy and other support roles for children and families.

We are continuing to develop our nurse-led clinics and support groups. We offer a premature baby support group an asthma clinic in addition to supporting clinics within the hospital, for example, oncology and cystic fibrosis clinics.

This service is part of an integrated specialist community children’s nursing service comprising of community children’s nurses, specialist health visitors and specialist school nurses, epilepsy nurse specialist, sickle cell and thalassemia nurse specialist and the paediatric diabetes nursing team.

Lead person for queries
Rachel Forrest
Matron, community children’s nursing, sickle cell and thalassaemia, and paediatric diabetes services
Telephone: 01277 627901
Email: rachel.forrest@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

### Referral method:
- SystmOne task
- GP letter to address below
- Telephone on number below

### Locations:
- Child’s own home
- Clinics and schools
- Children’s wards at Basildon Hospital

### Office address:
Community children’s nursing  
Mayflower Community Hospital  
Blunts Wall Road  
Billericay  
Essex CM12 9SA

### Contact this service:
Telephone: 01277 627901  
Fax: 01277 621149

### Opening times:
8.30am - 8.00pm Monday to Friday  
8.30am - 7.00pm Weekends  
Telephone on call outside working hours

### Referral criteria:
Children aged 0-19 identified as having acute or long term nursing need that can be safely managed in a community setting
Children’s diabetes

Our children’s diabetes nursing team provides support, education and advice to children and young people under 19 years old with diabetes. We also provide education and support to schools, nurseries and other carers of children and young people with diabetes.

Children and young people, along with their parents or carers, are taught effective self management techniques to promote independence.

We provide:

- initial education, training and support on diagnosis for the child, young person and family
- Ongoing support for children, young people and their families in line with Best Practice Tariff recommendations
- school education including staff training and classroom teaching
- an insulin pump service
- yearly reviews and personalised care plans for each patient
- designated clinics for children with diabetes
- designated clinics for adolescents with diabetes
- support to paediatric wards at Basildon Hospital including study days

We also:

- partake in national research programmes
- demonstrate available resources to aid effective management
- deliver the DAFNE education programme
- Provide age based activities for patients, including a yearly residential activity weekend
- have involvement with our parent support group

Lead person for queries
Ruth Francks
Advanced paediatric diabetes nurse specialist

Telephone: 01277 627902
Email: Ruth.francks@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
Specialist children’s services

Service details

Referral method:
- SystmOne task
- Telephone on number below
- Referral form faxed or posted to the address or fax number below

Locations:
- Clinics and child’s own home
- Schools and nurseries
- Children’s wards and OPD
- Children’s centres

Office address:
Children’s diabetes service
Mayflower Community Hospital
Blunts Wall Road
Billerica
Essex CM12 9SA

Contact this service:
Telephone: 01277 627902
Fax: 01277 621149

Opening times:
Monday - Friday 8am - 6pm
(24hr on-call seven days a week for telephone advice only)

Referral criteria:
Service is open to all children 0 -19 years of age, diagnosed with diabetes aged 0-19yrs with a diagnosis of diabetes
Children’s epilepsy

Children’s Roald Dahl Sapphire epilepsy nurse specialist

We offer families and their children (0-19 years old) advice and consultation on all aspects of epilepsy.

We provide professional support, guidance and advice on paediatric epilepsy to children, their parents, carers, and other members of the multidisciplinary team.

We also provide:

• information regarding emergency care plans
• monitoring and management of medication titration
• training for families, carers and personnel within education/social care in administration of rescue medication

This service is part of an integrated specialist community children’s nursing service comprising of community children’s nurses, specialist health visitors and specialist school nurses, epilepsy nurse specialist, sickle cell and thalassemia nurse specialist and the paediatric diabetes nursing team.

Lead person for queries
Sandra Bryan
Matron for disabled child

Telephone: 01277 627903
Email: sandra.bryan@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

| Referral method:       | • Telephone on number below  
                        | • Letter to address below |
|-----------------------|----------------------------|
| **Address:**          | Mayflower Community Hospital  
                        | Blunts Wall Road  
                        | Billericay  
                        | Essex CM12 9SA |
| **Contact this service:** | Telephone: 01277 627903  
                          | Fax: 01277 621149 |
| **Opening times:**    | 8am - 5pm, Monday to Friday |
| **Referral criteria:**| Children 0-19 years of age |
Our children’s feeding and swallowing team provides a coordinated multidisciplinary service for babies and children with feeding and swallowing difficulties.

We offer high quality, personalised and responsive services to deliver assessment, diagnosis, support and management.

Our team consists of:

- speech and language therapists
- paediatric dieticians
- a specialist children’s nurse
- a dietetic assistant
- an administrative assistant

Lead person for queries
Elizabeth Foulger
Speech and language therapist

Telephone: 01268 760252
Email: elizabeth.foulger@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

**Referral method:**
- Telephone on number below
- Referral form faxed or posted to the address or fax number below

**Office address:**
Feeding and swallowing team  
Franklins Way Surgery  
2 Franklins Way  
Wickford  
Essex SS11 8AU

**Contact this service:**
- Telephone: 01268 760252  
- Fax: 01268 760254

**Opening times:**
- 9am - 5pm, Monday to Friday  
- (excluding bank holidays)  
- No emergency or weekend support provided

**Referral criteria:**
Children under the age of 16 (under 19 with a statement of special educational needs) where there is concern regarding:
- safety of swallowing
- problems sucking or chewing
- sensory feeding difficulties
- problems positioning for feeding
- growth and nutrition

These difficulties may be associated with any congenital, developmental or acquired diagnosis.
Community medical paediatrics is a sub speciality in paediatrics for children with complex neurodevelopmental disorders.

Our paediatricians work closely with GPs, professionals from 0-19 universal services and other specialist children’s services. We receive referrals from education, mental health services and social care.

The services we provide include:
• adoption medicals for children
• assessment and management of complex neurodevelopmental disorders, such as autism, ADHD, epilepsy, etc
• neurodevelopmental assessment of preterm babies
• safeguarding examinations (abused and neglected children) via social care referral
• looked after children health assessments
• medical assessment of children undergoing statementing (SEN)

Lead person for queries
Dr Sanjay Thomas
Consultant community paediatrician and clinical director
Telephone: 01268 644116
Email: sanjay.thomas@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
# Service details

## Referral method:
- SystmOne task
- GP letter to addresses below

## Locations:
- Three Child Development Centres (CDCs)
- Outreach clinics at nine health centres
- Five special needs schools

## Contact this service:
To contact this service, please contact your nearest Child Development Centre

**Great Oaks Basildon (includes Wickford)**
- Telephone: 01268 644100
- Fax: 01268 644140

**Gifford House, Thurrock Community Hospital**
- Telephone: 01375 364440
- Fax: 01375 364450

**Badgers, Brentwood Community Hospital (includes Billericay)**
- Telephone: 01277 695092
- Fax: 01277 695219

## Opening times:
9am to 5pm, Monday to Friday

## Referral criteria:
Children aged 0-19 years with suspected neurodevelopmental problems and disability
Children’s occupational therapy

Our children’s occupational therapy service is provided to children from 0 to 19 years of age, with physical sensory or developmental difficulties in achieving the activities they need or want to be able to in their daily lives, appropriate to their age and development. These may be in the areas of self-care, play, school work, or leisure.

We provide advice and support to children, parents and carers to enable them to develop skills and manage daily activities. Where needed we provide:

- goal focused individual and group treatment
- assessment for specialist equipment
- upper limb splinting and therapy
- environmental assessment at home or school
- training, advice and support for carers, other professionals and school staff

Occupational therapy may be delivered in the home, school, nursery, clinic, children’s centre or hospital acute setting.

Lead person for queries
Jane Selby
Head occupational therapist
Telephone: 01375 364581
Email: jane.selby@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

**Referral method:**
- SystmOne task electronic referral
- Telephone on number below
- Referral form faxed or posted to the address or fax number below. Also through secure email.

**Address:**
Children’s occupational therapy service  
John Tallack Centre  
Thurrock Community Hospital  
Long Lane  
Grays  
Essex RM16 2PX

**Contact this service:**
Telephone: 01375 364581  
Fax: 01375 364620

**Opening times:**
8.30am - 5pm, Monday to Friday

**Referral criteria:**
Children and Young people aged up to 19 years old registered with a SWECs catchment area GP who have
- specific difficulties in activities of daily living, in comparison to children of a similar age. Due to physical, sensory or developmental conditions including acute conditions following illness, trauma or surgery.
Children’s physiotherapy

Our children’s physiotherapy service provides treatment for children with a wide variety of conditions ranging from arthritis, cystic fibrosis, and musculoskeletal conditions to cerebral palsy and other neuromuscular conditions.

We see children in a variety of settings including clinics, children’s centres, nurseries, schools and their own homes.

Physiotherapy for children uses play, activities and exercise to help children reach their full physical potential.

Innovative practice includes Ponseti treatment for children with talipes (club foot), provision of supportive LYCRA® garments and therapeutic trampolining.

Lead person for queries
Jacqueline Ullyart
Service lead, paediatric physiotherapy

Telephone: 01375 364427
Email: jacqueline.ullyart@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
Service details

Referral method:
- SystmOne task
- Referral form or letter faxed or posted to the address or fax number below

Locations:
- Clinics and child’s own home
- John Tallack Centre, Thurrock
- CDC Basildon Hospital
- CDC Great Oaks Basildon
- CDC Badgers BCH
- Pioneer school
- Beaconhill school

Office address:
Children’s physiotherapy department
John Tallack Centre
Thurrock Community Hospital
Long Lane
Grays
Essex RM16 2PX

Contact this service:
Telephone: 01375 364 427
Fax: 01375 364620

Opening times:
8.30am to 5pm, Monday to Friday

Referral criteria:
Service is open to children aged 0-19 as follows:
- Musculoskeletal conditions (acute and chronic) 0-14 years of age
- Children with disabilities 0-18 years of age
- Children attending special schools 3-19 years of age
Children’s speech and language

Our children’s speech and language service provides assessment, diagnosis, therapy, practical advice and equipment. We ensure children with speech, language and communication needs are able to develop and achieve academically, socially and emotionally to their full potential.

This service is provided to children with disorders or delays in their development of speech, language and communication, which includes stammering, disorders of voice production, and eating and drinking difficulties. We work with families and carers, providing advice and support as needed.

We provide for the full age range, from newborns to 16 year olds, or up to 19 years old with a statement of special educational needs.

This service has an open referral system where anyone can refer, including children and young people, their carers and families.

Lead person for queries
Alison Gray
Service lead, speech and language therapy and hearing therapy
Telephone: 01268 644103
Email: alison.gray@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
Service details

Referral method:  • SystmOne task
                 • GP letter
                 • Referral form

Office address:  Great Oaks clinic
                 Great Oaks
                 Basildon
                 Essex
                 SS14 1EH

Contact this service:  Telephone: 01268 644 103

Opening times:  9am - 5pm, Monday to Friday
                 (excluding bank holidays)

Referral criteria:  Any child with developmental disorders
                 or delays of speech, language and communication as a result of:
                 • developmental delay
                 • specific speech disorders, for example, dyspraxia
                   and phonological disorders
                 • specific language disorder
                 • deafness or hearing impairment
                 • social communication difficulties/autistic
                   spectrum disorder
                 • stammering
                 • learning disabilities
                 • complex special needs

We also provide drop in sessions for children under 4 years old. No referral is required to attend these. For details of drop in dates, times and locations, please call 01375 859161
Our safeguarding children’s team consists of:

- Named nurses for safeguarding children for Essex and Thurrock
- Named nurses for looked after children for Essex and Thurrock
- Specialist nurse for safeguarding children for Essex and Thurrock
- Paediatric liaison service
- Specialist nurse for domestic abuse for SWECS

Our team works directly with all staff within SWECS, young people within the LAC service, and parents following a child death.

We provide training, supervision, expert knowledge and advice to staff, to support them in the embedding of the statutory requirements for safeguarding children and guidance for looked after and vulnerable children in their everyday practice.

We develop policies and procedures which reflect national legislation and local guidance to safeguard and promote the well-being of children and young people.

Our looked after children service works in partnership with other services and agencies to coordinate the provision of health assessments for all looked after children.

Our paediatric liaison service supports the discharge of children and young people from acute services into the community, providing an information link for families and professionals between acute and community services.

**Lead persons for queries**

**Belinda Coates**  
Safeguarding children named nurse Essex  
Telephone: 01277 627910  
Email: belinda.coates@nelft.nhs.uk

**Jacqui Pridie**  
Safeguarding children named nurse Thurrock  
Telephone: 01277 627910  
Email: jackie.pridie@nelft.nhs.uk

**Justin Yearwood**  
Specialist nurse for safeguarding children Essex and Thurrock  
Telephone: 01277 627910  
Email: justin.yearwood@nelft.nhs.uk

**Lorraine Wren**  
Specialist nurse for looked after children Essex  
Telephone: 01277 627910  
Email: lorraine.wren@nelft.nhs.uk

**Paul Archer**  
Specialist nurse for looked after children Thurrock  
Telephone: 01277 627910  
Email: paul.archer@nelft.nhs.uk

(Please do not email patient identifiable information to these addresses.)
## Service details

| Referral method: | • Rapid response nurses in accordance with child death procedure  
| | • All other services, telephone 01268 527782 |
| Locations: | • Mayflower Community Hospital  
| | • Basildon hospital |
| Address: | Mayflower Community Hospital  
| | Blunts Hall Road  
| | Billericay  
| | CM12 9SA |
| Contact this service: | Central number for:  
| | • Named nurses for safeguarding children  
| | • Specialist nurses for domestic abuse:  
| | • Looked after children service  
| | Telephone: 01277 627910  
| | Fax: 01277 627911  
| | • Paediatric liaison service  
| | Telephone: 01268 598033  
| | • Rapid response nurses  
| | Telephone: 07973 380272 |
| Opening times: | 9am - 5pm, Monday to Friday  
| | (excluding bank holidays)  
| | Child death process 6am - 10pm every day |
| Referral criteria: | Not applicable |
Specialist health visiting for the disabled child

We offer children up to 19 years old, and their families, consultation on all aspects of disability.

This includes:

- specialist advice on diagnosed and undiagnosed conditions
- early support
- intervention from our team of nursery nurses
- coordination of service provision, for example, multi-professional meetings
- information on education, social care, benefits and related issues

We also provide specialist training, advice and support to other professionals involved in the child’s care within the education setting.

This service is part of an integrated specialist community children’s nursing service comprising of community children’s nurses, specialist health visitors and specialist school nurses, epilepsy nurse specialist, sickle cell and thalassemia nurse specialist and the paediatric diabetes nursing team.

Specialist school health advisor for the disabled child

Our specialist health advisor provides specialist advice and support to carers, families and staff in the new model special schools.

These schools are part of an evolving plan for the social inclusion of children and young people with the most severe and complex special educational needs.

Lead person for queries
Sandra Bryan
Matron for disabled child

Telephone: 01277 627903
Email: sandra.bryan@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
# Service details

| Referral method: | • SystmOne task  
|                 | • Telephone on number below  
|                 | • Letter to address below |
| Address:        | Mayflower Community Hospital  
|                 | Blunts Wall Road  
|                 | Billericay  
|                 | Essex CM12 9SA |
| Contact this service: | Telephone: 01277 627903  
|                  | Fax: 01277 621149 |
| Opening times:  | 9am - 5pm, Monday to Friday |
| Referral criteria: | Children 0-19 years of age |
Community therapies

Our community therapies are provided by our integrated community teams. We provide physiotherapy and occupational therapy rehabilitation programmes to adults experiencing a loss of independent living. People’s rehabilitation requirements are most effectively met in their home.

The need for physiotherapy or occupational therapy may be the result of a number of medical conditions, including:

- orthopaedic conditions, such as a hip replacement or arthritis
- neurological conditions, such as a stroke or Parkinson’s disease
- respiratory problems, such as a chest infection

We provide assessment, diagnosis and rehabilitation within the home to help ensure patients with physical problems remain as independent as possible. This may take the form of a personalised programme, advice and information, the loan of specialist equipment or minor adaptations.

The rehabilitation programmes we deliver are time limited and goal orientated.

Lead person for queries

Philomena Arthur
Head of adult community nursing

Telephone: 01268 244600
Email: philomena.arthur@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
Service details

Please see integrated community teams on page 24
Our hearing therapy service is provided to people with acquired hearing loss, tinnitus and associated conditions.

We provide assessment, therapy, and referral for further diagnostic testing.

We also provide counselling and practical advice to adults with hearing loss and/or tinnitus, and to their families and carers. The aim of this is to help maximise their quality of life, both socially and at work.

Assessment and recommendations for equipment can also be made where appropriate.

Our hearing therapy service provides information counselling and support for prospective cochlear implants patients and patients with cochlear implants.

Lead person for queries
Meryl Robinson
Chief hearing therapist

Telephone: 01375 674436
Email: meryl.robinson@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

<table>
<thead>
<tr>
<th>Referral method:</th>
<th>Referral form faxed or posted to the address or fax number below</th>
</tr>
</thead>
</table>
| **Address:**    | Hearing therapy service  
Corringham Health Centre  
Gifford Cross Road  
Corringham  
Essex SS17 7QQ |
| **Contact this service:** | Telephone: 01375 674436  
Fax: 01375 645313 |
| **Opening times:** | 9.30am - 3.30pm, Monday to Wednesday |
| **Referral criteria:** | New patients are referred by their GP to ENT who can then refer onto hearing therapy, if appropriate. Previously seen patients can re-refer at any time.  
The hearing therapy service is provided to adults (age 16+) with the following problems:  
  - tinnitus  
  - hearing loss, ranging from mild to total  
  - single sided deafness  
  - problems discriminating speech  
  - sudden acquired hearing losses  
  - profound hearing losses  
  - hyperacusis (sensitivity to noise) and associated conditions  
  - auditory processing disorder  
Our hearing therapy service is your first point of contact for cochlear implant information, counselling and support. |
The purpose of our musculoskeletal (MSK) physiotherapy service is to assess, treat and enable patients to manage their MSK conditions.

MSK conditions may include:
• orthopaedic injuries
• musculoskeletal injuries
• ports injuries

Treatments may include:
• exercise prescription
• manual therapy, including manipulation
• electrotherapy
• lifestyle advice
• acupuncture

For children’s physiotherapy service, please see specialist children’s services.

Lead person for queries
Cara Finnigan
Service lead

Telephone: 01268 593815/598054
Email: cara.finnigan@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
Referral method:  
- Referral form faxed or posted to the relevant address or fax number below  
- Telephone on numbers below

Contact this service:

Basildon Hospital  
Nethermayne, Basildon  
Essex SS16 5NL  
Telephone: 01268 593815  
Fax: 01268 394876

Brentwood Community Hospital  
Crescent Drive, Brentwood  
Essex CM15 8DR  
Telephone: 01277 695155  
Fax: 01277 695165

Orsett Hospital  
Rowley Road, Orsett  
Essex RM16 3EU  
Telephone: 01268 592203  
Fax: 01268 592266

St Andrews Centre  
Stock Road, Billericay  
Essex CM12 OBH  
Telephone: 01277 626153  
Fax: 01277 626199

Thurrock Community Hospital  
Long lane, Grays  
Essex RM16 2PX  
Telephone: 01375 364438  
Fax: 01375 364445

Opening times:  
8am - 5pm, Monday to Friday (with at least one evening session until 7pm at all sites, various days)

Referral criteria:  
- Aged 14 years or over  
- Routine musculoskeletal conditions needing expert assessment and treatment

Test results required at point of referral:  
Relevant scans and X-rays if possible (not essential)

Exclusions:  
- Housebound patients (see integrated community teams)  
- Patients already under secondary care with ongoing follow up  
- Patient under 14 years
Our MSK Tier II clinics offer an alternative to hospital based services where clinically appropriate.

Our Tier II clinics are run by extended scope physiotherapy (ESP) practitioners who are highly trained MSK physiotherapists.

We use a ‘one stop’ approach to service delivery. Following assessment patients may have diagnostics, including blood tests, X-ray and MRI scans. They may then be:

- offered a joint/soft tissue injection
- referred on to physiotherapy/secondary care
- discharged with advice

For children under 16 years, please see specialist children’s services.

Lead person for queries
Cara Finnigan
Service lead
Telephone: 01268 593815/598054
Email: cara.finnigan@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
Service details

Referral method:  
- Fax on number below.  
- Choose and book

Address:  
Clinics run from:
- St Andrew’s Centre, Billericay, 01277 632876  
- Orsett Hospital 01268 592274  
- Brentwood Community Hospital [ Mon and Weds ] 01277 695589.  
Follow up appts are made direct with these clinics

Contact this service:  
Booking office for all new patient appointments.  
(Based in Physiotherapy dept, BTUH).  
Telephone: 01268 531227  
Fax: 01268 394 876

Queries can also be sent via email to swe-pct.Tier11-MSK@nhs.net

Opening times:  
9am - 4.30pm, Monday to Friday  
[ answerphone available to leave a message ]

Referral criteria:  
- Aged 16 and over  
- Routine musculoskeletal conditions needing expert assessment and diagnostic triage.

Exclusions:  
- We are not able to see patients already under secondary care with ongoing follow up.  
- children under 16
Good health is fundamental to leading a full and active life. The right nutrition is an important step towards good health.

Registered dietitians are the only qualified health professionals that assess, diagnose and treat diet and nutrition related problems.

Our dietitians use the most up-to-date research on food, health and disease, which they translate into practical guidance to enable people to make appropriate lifestyle and food choices.

We do this by:

• advising patients and carers on how to manage dietary changes in a practical manner by using motivational interviewing and behaviour change techniques
• advising patients and carers on the most suitable products to manage clinical conditions, for example, artificial nutrition at home
• training other health professionals, including: using the malnutrition universal screening tool, which can assist in preventing and treating malnutrition

Our nutrition and dietetics service is available to people of all ages from birth onwards.

We work in various locations throughout south west Essex, dependant on our patients’ needs, including:

• community inpatient wards
• clinics
• patients’ homes
• care homes
• hospices
• special schools and childrens centres

Lead person for queries
Kiran Shukla
Service lead

Telephone: 01277 314573
Email: kiran.shukla@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
**Service details**

| Referral method: | • SystmOne task  
|                 | • Referral form faxed or posted to the address or fax number below |

| Address: | Nutrition and dietetics  
|         | Billericay Health Centre  
|         | Stock Road  
|         | Billericay  
|         | Essex  
|         | CM12 0BJ |

| Contact this service: | Telephone: 01277 314579  
|                      | Fax: 01277 314584 |

| Opening times: | 8am - 5pm, Monday to Friday |

| Referral criteria for children: | • Infants and children aged 0-19 years  
|                                 | • Residing in south west Essex (except Brentwood)  
|                                 | • Requiring advice from specialist paediatric dietitian |

| Exclusions: | Patients with eating disorders |

| Referral criteria for adults: | Adults residing in south west or south east Essex (except Brentwood) |

| Exclusions: | Patients with the following conditions will not normally be seen but we can support in providing resources:  
|             | • Simple obesity BMI below 35kg/m² with no comorbidities  
|             | • Simple constipation  
|             | • Gout  
|             | • Hyperlipidaemia  
|             | • Indigestion and reflux  
|             | • Migraine  
|             | • Poor appetite where BMI is >18 kg/m² with MUST score of 2 or less |
Our adults’ speech and language therapy service is provided to people with acquired disorders of speech, language, communication and/or swallowing, and is available to all people aged 16 and over.

These may be the result of a number of medical disorders including stroke, neurological disability, head injury or cancer.

We provide assessment, diagnosis, therapy and practical advice to ensure adults with speech, language, communication and/or swallowing difficulties and their family and carers are able to live and work to the best of their ability.

We work in:
• hospital wards
• outpatient departments
• clients’ homes
• community hospitals
• hospice

For children’s speech and language, please see specialist children’s services.

Lead person for queries
Miriam Mitchell
Service lead

Telephone: 01268 592399
Email: miriam.mitchell@btuh.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

**Referral method:**
- SystmOne (please include all relevant medical information and patient record)
- Referral form faxed or posted to the address or fax number below (referral form must be completed by a qualified professional who is a member of the MDT involved with the patient)

**Address:**
Speech and language department  
Orsett Hospital  
Rowley Road  
Orsett  
Essex RM16 2EU

**Contact this service:**
- Telephone: 01268 592399  
- Fax: 01268 592386

**Opening times:**
8.30am - 5pm Monday to Friday

**Referral criteria:**
- Any patient with an acquired disorder of speech, language, voice or communication and/or swallowing
- Registered with a south west Essex GP, or under the care of a BTUH consultant where their local GP will accept referral to our service
Community inpatients

Our community hospital inpatient services provide community based, inpatient facilities for people experiencing an exacerbation of an existing condition, or to support recovery following an acute episode of care or decline in health.

Admission will be for short term, active rehabilitation.

We provide an alternative pathway to acute hospital admission, enabling the provision of care closer to home. A number of beds will be available for patients with end of life care needs to support palliative care, symptom control, and preferences for end of life care.

We facilitate efficient and effective intermediate care for patients admitted directly from the community setting, and some of those discharged from acute hospitals. We work closely with community based integrated teams, day hospital community assessment services, condition specific specialist services and social services.

Brentwood Community Hospital
Thorndon Ward
Crescent Drive
Brentwood
Essex CM15 8DR
Nicola Walpole, matron
Tam Fibresima, ward manager
Telephone: 01277 695140

Mayflower Community Hospital
Blunts Wall Road
Billerica
Essex CM12 9SA
Nicola Walpole, matron
Luise Clifton-Bittasi, ward manager
Telephone: 01277 621130

Thurrock Community Hospital
Long Lane
Grays
Essex RM16 2PX
Sue Sassoon, matron
Foluke Ajewole, ward manager
Telephone: 01375 364412

Lead person for queries
Geraldine Rodgers
Nurse consultant
Telephone: 01277 695167
Email: geraldine.rogers@nelft.nhs.uk
(Please do not email patient identifiable information to this address)
Referral method:
- Referral form faxed to 01277 695177 or posted to the Brentwood address
- Referral form fax to Single Point of Access (SPA) on 01268 242148/9
- Referred patient must be registered with a GP in South West Essex

Opening times:
24 hours a day, seven days a week (last admission 8pm)

Referral criteria:
- multidisciplinary team rehab needs
- acute illness not requiring admission to acute hospital
- palliative/end of life care (patients expected to die within two weeks) symptom control and management
- step down rehab for patients from acute hospitals
- Step up rehab from community (not acutely unwell or requiring rapid diagnosis or intensive hospital type support)
- Admission avoidance referrals – A&E/MAU
- Dementia patients (MMSE 15 and above)
- Diabetes (not requiring sliding scale insulin intervention)
- Mild dehydration
- Falls not requiring diagnostics, x-ray, etc
- Mild COPD - unable to cope at home, mild to moderate breathlessness
- Community acquired pneumonia - clinical judgment supported by CRB65 severity score should be applied; if 1 or 2, consider referral
- Function deterioration of condition to include medication titration

Exclusions:
- Respite care
- Housing and social care issues
- Mental health issues
- Drug and alcohol addiction or withdrawal
- Acute medical/surgical/orthogeriatric emergencies
- Evere dementia (MMSE below 15)
- Unstable diabetes
- Acute renal failure
- Suspected cardiac event
- Sepsis
- Severe Pneumonia
- Gastroenteritis/acute abdominal conditions
- Decompensated heart failure
- GI Haemorrhage
- Suspected head injury with neurological signs
Brentwood community outpatients

We provide a high standard of patient care in a dedicated and integrated environment for consultations and minor treatments of patients.

The outpatient department at Brentwood Community Hospital is situated over two floors. The main area is situated on the ground floor and is easily accessible via the main reception. The Brentwood Clinic, providing specialist ophthalmology and ENT services, is situated on the first floor and can be accessed via the stairs or lift.

The department encompasses a wide range of consultant led clinics, including:

- gastroenterology
- endocrine/diabetes
- trauma and orthopaedics
- care of the elderly
- rheumatology
- urology
- cardiology
- renal
- dermatology
- neurology
- gynaecology
- ophthalmology
- ENT

Lead person for queries
Gary Townsend
Head of unplanned care

Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

<table>
<thead>
<tr>
<th>Referral method:</th>
<th>referral by GP to secondary care</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>Brentwood Community Hospital</td>
</tr>
<tr>
<td></td>
<td>Crescent Drive</td>
</tr>
<tr>
<td></td>
<td>Brentwood</td>
</tr>
<tr>
<td></td>
<td>Essex CM15 8DR</td>
</tr>
<tr>
<td><strong>Contact this service:</strong></td>
<td>Telephone: 01277 695099</td>
</tr>
<tr>
<td></td>
<td>Fax: 01277 695018</td>
</tr>
<tr>
<td><strong>Opening times:</strong></td>
<td>8.30am - 6.30pm Monday and Wednesday</td>
</tr>
<tr>
<td></td>
<td>8.00am - 6.30pm Tuesday (alternate)</td>
</tr>
<tr>
<td></td>
<td>7.30am - 6.30pm Thursday and Friday</td>
</tr>
<tr>
<td><strong>Referral criteria:</strong></td>
<td>Aged 5 years and over</td>
</tr>
<tr>
<td><strong>Test results required at point of referral:</strong></td>
<td>Dependant on speciality - blood test results, x-rays, ECGs other scans as required</td>
</tr>
</tbody>
</table>
Day hospitals

Our day hospitals provide community based out-patient care, through which multi-professional assessment and treatment is available on a full or part-day attendance basis.

Patients attend for assessment, various treatments and activity groups, dependant on the patient’s requirements. The multidisciplinary team work closely with various agencies, including Social Services, local residential and nursing homes, voluntary agencies and primary care teams to ensure a seamless, coordinated approach for those patients referred to the services.

We provide intermediate care interventions on an individual and group basis. Also included are:

- complex wound clinics
- haematology services, including transfusions

We aim to promote optimum health, function and independence and offer an alternative pathway to inappropriate or unnecessary acute hospital admission.

<table>
<thead>
<tr>
<th>Intervention</th>
<th>TDH</th>
<th>BCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood transfusions</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>GP referral/assessment (PCATC)</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>IV infusions - bio-phosphonates, cosmofer iron, pamidronate, antibiotics, fluids</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Venesection</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Phlebotomy</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>DVT service</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Anti-coagulation service</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Complex wound clinic + Doppler ultra-sound assessment</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Cellulitis treatment/pathway (IV antibiotics)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Consultant led falls assessment clinic (MDT)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Consultant led older persons assessment clinic (MDT)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Falls pathway (therapy led)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Postural stability group (therapy led)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Falls group (therapy led)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Fast track stroke rehab</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>24hr ambulatory blood pressure monitoring</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>24 hour ECG</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Anxiety Management Group (MDT)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Parkinson’s group (therapy)</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Lead person for queries
Gary Townsend
Head of unplanned care

Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

### Referral method:
- SystmOne task
- Referral form faxed or posted to the address or fax number below
- Telephone on the number below

### Address and contact details

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Address</th>
<th>Telephone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brentwood Day Hospital</td>
<td>Brentwood Community Hospital</td>
<td>01277 695038</td>
<td>01277 695056</td>
</tr>
<tr>
<td></td>
<td>Crescent Drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Brentwood</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Essex CM15 8DR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Tallack Centre</td>
<td>Thurrock Community Hospital</td>
<td>01375 364413</td>
<td>01375 364458</td>
</tr>
<tr>
<td></td>
<td>Long Lane</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grays</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Essex RM16 2PX</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Opening times:
9am - 5pm Monday to Friday

### Referral criteria:
- Adults over the age of 18
- Registered with a south west Essex GP
- Requiring continuation of medical, nursing or therapeutic intervention
- Requiring assessment of a clinical condition
- Rehabilitation following illness or surgery where the need cannot be met by the integrated community team
Falls clinic

Each of our falls clinics comprises a multidisciplinary team consisting of:

- a doctor
- nursing staff
- therapists

We assess why a person is falling. We will look at various risk factors relating to falls including:

- cardiovascular, neurological and cognitive examination
- medication review
- vision assessment
- osteoporosis risk assessment, strength, balance and mobility assessment
- functional assessment
- home hazards

Falls group programme

A falls group programme operates within Thurrock and Brentwood day hospitals. This once weekly, ten-week programme, includes education and exercises to help improve an individual’s strength and balance to reduce the risk of falls. Patients identified from the falls clinic, for whom it would be appropriate, are offered attendance on the falls group programme.

Lead person for queries
Gary Townsend
Head of unplanned care
Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
## Service details

### Referral method:
- SystmOne task
- Referral form faxed or posted to the address or fax number below
- Telephone on the number below

### Address:
**Falls clinic**  
Brentwood Day Hospital  
Brentwood Community Hospital  
Crescent Drive  
Brentwood  
Essex CM15 8DR

**Falls clinic**  
Thurrock Day Hospital  
John Tallack Centre  
Thurrock Community Hospital  
Long Lane  
Grays  
Essex RM16 2PX

### Contact this service:
- Thurrock Day Hospital  
  Telephon: 01375 364413
- Brentwood Day Hospital  
  Telephon: 01277 695023

### Opening times:
Sessional - please contact the relevant day hospital

### Referral criteria:
- Patients aged 65 years or older
- Registered with a GP in south west Essex
- One or more unexplained fall(s) in the past 12 months
Community contraception

Our community contraception services include services previously known as family planning or young persons’ services.

Our team includes:
• nurses
• doctors
• a specialist consultant
• health improvement practitioners
• support staff

We provide a range of free, confidential services within health centres and clinics to address the reproductive and sexual health needs of local people.

All our services are open to men and women of all ages.

Services we offer include:
• Long Acting Reversible Contraception (LARC) - coils, implants and injectibles
• oral contraceptives
• referral for Termination of Pregnancy
• C-card (free condoms)
• chlamydia screening and cervical cytology

We deliver a specialist consultant clinic which addresses:
• complex LARC - insertion and removal
• complex contraception issues
• Ultra Sound Scan required for LARC assessment

We also offer advice about:
• giving up smoking
• healthy eating
• alcohol and drugs
• emotional health support
• referral to your local Vitality health and well-being service

Lead person for queries
Jacqui Phillips
Telephone: 01375 898350
Email: jacqui.phillips@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

| Referral method: | Self presentation at clinic site  
For appointments telephone 01375 898350 |
|-----------------|------------------------------------------|
| Address:        | Grays Health Centre  
Brooke Road  
Grays  
Essex RM17 5BY |
|                 | We also have clinic sites at Great Oaks Clinic, Corringham Health Centre, Tilbury Health Centre and Brentwood Community Hospital |
| Contact this service: | Telephone: 01375 898350 |
| Opening times:  | Various sites across south west Essex  
Where and when card available or refer to the SWECS website,  
www.swessexcommunity.nhs.uk for all opening hours at all sites |
| Referral criteria: | • Men and women of all ages  
• GP referral for complex IUCD/IUS or SDI consultations, for example. |
Genito-urinary (GUM), HIV and sexual health

Our Genitourinary Medicine (GUM) service provides a comprehensive range of sexual health services including sexually transmitted infection screening, HIV counselling/testing, management of chronic genitourinary medical conditions (e.g. recurrent genital herpes infection), sexual assault/rape support and long term care for patients living with HIV infection.

Our team includes:
• Specialist Consultants in HIV/GUM
• Doctors
• Nurses
• Sexual Health Advisors
• Psychosexual Counsellor
• Support Staff

We provide a range of free, confidential services (including free treatment) within the GUM clinic at Orsett Hospital and at a range of outreach clinics in the community to address the sexual health needs of local people.

All our services are open to men and women of all ages.

We provide screening and treatment, including the treatment of pregnant women who are HIV positive. We work closely with the local authorities to provide a support service for people living with HIV.

We provide information regarding sexual health and risk. We also provide free condoms for people attending for screening. Where needed we will signpost people to other services for healthy lifestyle changes.

Lead person for queries
Dr R N Shen
Clinical director/lead consultant
Telephone: 01268 592214
Email: richard.shen@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
Service details

Referral method:

- Self referral
- Referral form faxed to Single Point of Access (SPA) on 01268 592214 / 592347

Address:

Anthony Wisdom Centre for Sexual Health
Orsett Hospital
Rowley Road
Orsett, Grays
Essex RM16 3EU

Open Road (BBV)
Southview Road
Vange, Basildon
Essex SS16 4HD

Oasis (BBV) Clinic
65 Orsett Road
Grays
Essex RM17 5EB

Contact this service:

Telephone: 01268 592214
Fax: 01268 592295

Opening times

Orsett Hospital - Walk in Clinic:
Monday to Friday, 9am – 11.30am
Appointments:
Monday 1–4.30pm
Tuesday 4.30–6.30pm
Wednesday 1–4.30pm
Thursday 1–3.30pm and 4.30-6.30pm

Psychosexual Clinic (By appointment only): Tuesday 9.30am – 6pm

Outreach services
The following clinics are appointment only through the Drug Treatment Service:
Oasis (BBV) Clinic: Monday 1pm – 4pm
Open Road (BBV) Clinic: Wednesday 1pm – 4pm

Referral criteria:

- Anyone at risk of an STI or BBVs including HIV
- Anyone symptomatic or asymptomatic
- Rape and sexual assault requesting STI screening
- Post Exposure Prophylaxis (PEP) against HIV infection following sexual exposure (PEPSE) and occupational exposure (needle stick injury)
The Sexual Health Improvement Service (SHIS) provides a first point of contact for professionals and the public to ensure that appropriate information and advice is provided with regard to the National Chlamydia Screening Programme and its local provision.

Our service coordinates and provides the diagnostic chlamydia screening and treatment service across South West Essex, ensuring that those infected and their partners and contacts are offered screening, information, advice and treatment.

Sexual health advice and information is provided by the team as well as information about a range of local appropriate services. Opportunities for chlamydia screening and treatment are offered in a range of community settings, ensuring that the needs of individuals are fully considered.

The Sexual Health Improvement Service coordinates community based condom distribution and free emergency contraception schemes to young people under 25, as well as communicating health promotion messages.

Programmes to support professionals working with young people are provided by the SHIS team and include:

- sexual health awareness Foundation training
- delay - supporting young people in delaying early sex
- Go Girls - practical Strategies for building self-esteem
- Speakeasy – course for parents to develop their skills in talking to their children about sex

Lead person for queries
Gemma Baker
Team leader

Telephone: 01375 898121
Email: gemma.baker2@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

| Referral method: | • Self referral  
|                 | • Telephone (please provide number) |
| Address:        | Oddfellows Hall  
|                 | Dell Road  
|                 | Grays  
|                 | Essex  
|                 | RM17 5JY |
| Contact this service: | Telephone: 01375 898101  
|                 | Fax: 01375 898144 |
| Opening times:  | Services operate across south west Essex please contact  
|                 | the team for details of the nearest service, or visit  
|                 | www.younghealth.co.uk  
|                 | or www.ruclear.nhs.uk for a full range of all the  
|                 | services on offer |
| Referral Criteria: | • Men and women aged under 25 for chlamydia screening  
|                  | • Sexually active men and women aged under 25 for tier 1 sexual health services, such as condom card  
|                  | • Parents and carers wishing to attend a speakeasy course designed to help them talk to their children about sex and relationships  
|                  | • Professionals working with young people who wish to attend training |
Change4Life

**Childhood obesity services**

Change4Life is a national movement aiming to encourage people to “Eat well. Move more. Live Longer”. Sign up to the campaign at www.nhs.uk/Change4Life

Our local Change4Life team coordinates Time4Life programmes (2-4yrs, Key Stage 1 and Key Stage 2) which are prevention and treatment programmes for families with a child above a healthy weight. For more information change4life@nelft.nhs.uk

We also run a variety of programmes with local schools, such as “Cook4Life” offering family cooking sessions to teach basic skills and build confidence.

Reception year and year 6 children are weighed and measured to check their growth via the National Child Measurement Programme (NCMP). This is coordinated by the Change4Life team.

SWECS is committed to implement the Community Baby Friendly Initiative (BFI). All SWECS staff receive training to raise their awareness around infant feeding and ensure they know what advice to give to families regarding their feeding choice (appropriate to their remit). The initiative ensures that mothers and babies receive a high standard of care in relation to infant feeding by embedding the ‘seven point plan for sustaining breastfeeding in the community’.

See www.unicef.org.uk/babyfriendly for more information.

We also offer expert advice, capacity building through training, and support for local partners around childhood obesity (healthy eating, physical activity and behaviour change for families).

**Lead persons for queries**

Laura Gandon
Will Smith
Change4Life team leaders

Telephone: 01375 898115
Email: laura.gandon@nelft.nhs.uk will.smith@nelft.nhs.uk

(Please do not email patient identifiable information to these addresses.)
### Service details

| **Referral method:** | • Self referral  
• Referral form faxed or posted to SPA |
|-----------------------|------------------------------------------------------------------|
| **Address:**          | Oddfellows Hall  
Dell Road  
Grays  
Essex RM17 5JY |
| **Contact this service:** | Telephone: 01375 898100  
Fax: 01375 898144 |
| **Opening times:**    | 8am - 5pm Monday to Friday |
| **Referral criteria:**| Child BMI indicating that they are overweight or obese BMI > 91st centile |
| **Exclusions:**       | Overweight or obese child who has diabetes as a comorbidity |
Community mums and dads

Community mums and dads offer a free friendly, informal and confidential support service for parents and families living in Thurrock. The service is delivered by trained, skilled workers who are supported by trained volunteers recruited from the local community.

Services that we provide include:

- breastfeeding support – both antenatal and postnatal
- home visiting - peer-to-peer parental support for all local parents and families
- parent skills courses – from toddlers to teenagers
- informal groups – buggy walks, yummy mummy breastfeeding support groups, parent drop-ins

The programme works using motivational interviewing techniques to change behaviours through small goal setting. The approach is supportive of the parents’ own ideas and recognises the parents’ desire to do what is best for their child. We use a clear and flexible set of strategies and focus on all aspects of healthcare.

Group activities are an essential part of our service. Parents are encouraged in a supportive environment to learn or build on their own parenting skills and set appropriate boundaries, whilst gaining a greater understanding of their child’s development.

We aim to build self-awareness, esteem and confidence as well as an opportunity to build social networks and ultimately increase the social capital of the community.

Lead person for queries
Nicola Kerrison
Community development health improvement specialist

Telephone: 01375 898115
Email: nicola.kerrison@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
Referral method:
• SystmOne task
• Self referral
• Professional referral via telephone on the numbers below

Address and contact details:
Tilbury office
23-25 Calcutta Road
Tilbury
Essex RM18 7QT
Telephone: 01375 858512
Fax: 01375 858513

South Ockendon office
South Ockendon Health Centre,
Darenth Lane,
South Ockendon,
Essex RM15 5LP
Telephone: 01708 855639
Fax: 01708 855639

Opening times: 9am to 5pm, Monday to Friday

Referral criteria:
• Peer-to-peer support programme for all parents and parents experiencing difficulties in parenting or feeling isolated in their community who would benefit from semi-structured home visiting support
• Parenting groups and activities – supporting parents to build on and learn new skills, setting appropriate boundaries and understanding their child’s development stages.
• Breastfeeding mothers and pregnant women requiring information to support with breastfeeding
Vitality health and well-being

Vitality is a health and well-being service running programmes across south west Essex that help people work towards better physical and mental well-being.

Our aim is to encourage and help people make several lifestyle changes that could significantly improve their current and long term health.

These changes can include:

- stopping smoking
- eating healthier foods
- maintaining a healthy weight
- getting more active
- reducing alcohol consumption

We are the local providers of specialist smoking support and the main point of contact for all other providers of smoking cessation services.

We can assist with stop smoking training for your staff at level 1 and 2 in addition to providing direct support for patients wishing to quit.

Lead person for queries
Mary Knower
Vitality service manager
Telephone: 01708 805093
Email: mary.knower@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
| **Referral method:** | • Self referral by telephone on the number below  
• Referral form faxed or posted to the address or fax number below |
|----------------------|----------------------------------------------------------------|
| **Address:**         | Purfleet Care Centre  
Tank Hill Road  
Purfleet  
Essex RM19 1SX |
| **Contact this service:** | FREEPHONE 0800 077 8000  
Fax: 01708 805096  
Email: lovevitality@nhs.uk |
| **Opening times:**   | Monday to Friday services operate across south west Essex via appointment only clinics and drop-in facilities.  
For times and locations, visit www.lovevitality.org |
| **Referral criteria:** | • BMI >25  
• CVD Risk > 20%  
• Smokers wanting to quit smoking  
• Pregnant smokers |
Our minor injuries unit provides a comprehensive nurse-led service which deals with a wide range of minor injuries.

Wound care can be provided either as part of emergency care or when a review of a wound is required. Although we do try to arrange for reoccurring wound care to be continued by the patient’s own GP and practice nurse service.

We have access to X-ray, Monday to Friday until 4pm, and can request a range of views suitable to our needs. The X-ray requesting facilities available for patients attending the MIU are for the shoulder to the fingers and the knee to the toes only. We do not X-ray children under seven years of age due to the complexity of interpreting their results.

We can refer to other community services such as district nurses and practice nurses for continued care as appropriate.

We have access to an extended scope physiotherapist and can refer patients for an initial assessment following an acute injury.

Our qualified staff are all immediate life-trained to use a defibrillator and appropriate airway support equipment.

Lead person for queries
Gary Townsend
Head of unplanned care
Telephone: 01268 244600
Mobile: 07949 024889
Email: gary.townsend@nelft.nhs.uk
(Please do not email patient identifiable information to this address.)
## Service details

<table>
<thead>
<tr>
<th>Referral method:</th>
<th>• Self referral</th>
</tr>
</thead>
</table>
| **Address:** | Orsett Hospital  
Rowley Road  
Orsett  
Grays  
Essex RM16 3EU |
| **Contact this service:** | Telephone 01268 592300 |
| **Opening times:** | 10am to 7.30pm, Monday to Sunday  
Closed at 6.30pm on last Thursday of each month for team meeting.  
Closed Christmas Day and Boxing Day |
| **Referral criteria:** | Patients attending with minor injuries |

**Exclusions:**

- Head injuries (where Glasgow Coma Scale is less than 15 and there has been any history of any loss of conscious, or there is alcohol or drug-related history to the incident)
- Possible fractures of shoulder and below, and knee and below if under seven years of age
- Minor burns and scalds (more than 2%), and where airway/inhalation burns cannot be excluded
- Wounds with glass/metal/foreign body in child under 7
- Wounds with glass/metal/foreign body which presents outside x-ray hours
- Wounds with arterial bleed

All other presentations of patients with minor injuries may be accepted for initial assessment and onward management and or referral.
Wheelchair service

Our wheelchair service is available to patients registered with GPs who are based in the NHS South West Essex area (excluding Brentwood).

Our team consists of occupational therapists, physiotherapists, technical instructors and rehabilitation engineering staff, supported by administrators. We liaise with many other services.

We assess children and adults of all ages with long term and complex needs.

Following assessment equipment may be provided, for example:

- manual wheelchairs
- specialist children’s buggies
- powered wheelchairs
- wheelchair accessories
- wheelchair cushions
- supportive seating systems for wheelchairs

We work within agreed criteria, for example, patients able to walk or self propel a manual chair would not be considered for a powered chair.

This is an unusual service working within both the social and medical models.

Lead person for queries
Dawn Thompson
Senior wheelchair therapist

Telephone: 01375 364455
Email: dawn.thompson@nelft.nhs.uk

(Please do not email patient identifiable information to this address.)
### Service details

**Referral method:**
- Self referral for existing patients on telephone number below
- New patients via GPs, occupational therapists or physiotherapists using the wheelchair service referral form posted to the address below

**Address:**
Thurrock Hospital  
Long Lane  
Grays  
Essex RM16 2PX

**Contact this service:**  
Telephone: 01375 364455  
Fax: 01375 364604  
Email: swecswheelchairservices@nhs.net

**Opening times:**
9am to 4.30pm

**Referral criteria:**
- Registered with a GP in south west Essex (excluding Brentwood)
- Permanent and substantial disability requiring long term wheeled mobility equipment or seating
- In need of wheeled mobility specialist seating equipment assessment

**Exclusions:**
Please note that as we work within agreed criteria there are items that we cannot supply which although not a complete list includes the following:
- electric scooters
- manual wheelchair power packs
- commode chairs
- shower chairs
Social care

Adult social care
Adult social care provides advice and services to people over the age of 18 who may need help because of their age, a disability or learning difficulty.

This may include:
- frailty due to age
- visual and/or hearing impairments
- physical and/or learning disabilities
- mental health issues

Children’s social care
Children’s social care aims to work together with families who need help and support to promote the welfare and safety of their children. To do this social care departments work with other services such as health, education, housing, the police, probation and voluntary organisations.

Social care provides services to:
- children and families in need (This is a broad definition and can include a wide section of the population.)
- children who may need looking after (going into care)
- children at risk of suffering ‘significant harm’
- children who have suffered abuse and who need protection
- children seeking asylum without their parents
- disabled children and their families
- young people
Essex county council

County Hall
Market Road
Chelmsford
Essex CM1 1QH

Social care for adults 0845 603 7630
Social care for children 0845 603 7627
Email: contact@essex.gov.uk
www.essex.gov.uk

Thurrock Council

Civic Offices
New Road
Grays
Essex RM17 6TJ

Social care for adults 01375 652956
Social care for children 01375 652802
or 01375 652634

Email: social.care@thurrock.gov.uk
www.thurrock.gov.uk
About us

South West Essex Community Services is part of North East London NHS Foundation Trust. We are the leading provider of community health services in south west Essex.

We employ over 1,400 staff who provide advice, care and treatment to over 80,000 people each year. Our expert teams work with people of all ages from new-born babies to older people.

We provide care and support in a range of settings including health centres, children’s centres, community hospitals and people’s own homes.

To find out more, visit
www.swessexcommunity.nhs.uk