

Referring to the service

GPs and other health and social care professionals can make referrals to the service. If you identify a patient to be referred to the service please email or fax the referral to the service as below:

GPs can make referrals by attaching the Falls Risk Assessment Tool (FRAT) to the EMIS compliant Single Point of Entry referral form used for all Bromley Healthcare services.

SPE Email:
Bromh.bromleyhealthcarereferrals@nhs.net

All other referrals should be made using our Falls Service referral form and sent to:

Email: Bromh.BromleyFalls@nhs.net
Fax No: 0208 315 8649

Opening hours: Monday to Friday
9.00am to 5.00pm

Where we will see patients

- Patients requiring complex assessment will be seen in specialist clinics
- Housebound patients will be seen at home
- Some patients may be seen in hospital prior to discharge
- Balance and exercise classes will take place at locations across the borough

The Falls Service is based at:

Address: Princes Plain Clinic, Princes Plain, Bromley BR2 8LD

Tel: 0300 003 2321
Fax: 0208 315 8649
Email: Bromh.BromleyFalls@nhs.net

Opening office hours: Monday to Friday
except bank holidays
9.00am to 5.00pm

Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Bromley Healthcare CIC
Global House
Station Approach
Hayes
Kent BR2 7EH
contact@bromleyhealthcare-cic.nhs.uk
www.bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd
Company no: 06815987 Registered in England
Registered office: Global House, Station Approach, Hayes, Kent BR2 7EH

Bromley Falls Service

Information for professionals

Specialist
falls and
fracture
interventions

The Bromley Falls Service is a specialist service for all adults who have fallen or who are identified as being at risk of falling.

The service is also available to those identified at high risk of osteoporosis and fragility fractures.

The service aims to educate Bromley residents on falls prevention, investigate reasons for a fall and provide interventions as appropriate.

The service provides:

- Multi-disciplinary, multifactorial assessment of all falls risk factors
- Exercise/balance classes
- Education and advice for patients and carers to reduce fall risk factors
- Home assessment of fall risk factors
- Case finding patients in the Emergency Department, Urgent Care Centre and fracture clinics who have had fragility fractures and those at high risk of falling, providing assessment and treatment advice for those identified at risk of osteoporosis
- Direct access to DEXA for those with suspected osteoporosis
- Training and advice on falls prevention and falls risk assessment for staff in primary, secondary community, social care, care homes, the London Ambulance Service and the Voluntary Sector

The falls pathway:

- All referrals made to the service are triaged within 72 hours of referral
- Patients are offered a full multifactorial falls assessment within two weeks of triage
- Dependent on individual need and complexity, patients may be referred on to a second assessment eg home environmental assessment or consultant assessment
- Patients will be offered treatment sessions or interventions as appropriate eg balance classes or individual physiotherapy sessions

The Falls Service is part of Bromley Clinical Commissioning Group's ProMISE programme (Proactive Management of Integrated Services for the Elderly).

Its aim is to promote independence to help people and their carers better manage their own health and social care needs.