

Being referred to the service

GPs and other health and social care professionals can refer you to the service.

As part of your referral, it may be necessary to share relevant information about you with health and social care professionals in other organisations so you can get the best care. This is done in line with the NHS Code of Confidentiality and the Data Protection Act 1998. We will always discuss this with you first. Our leaflet 'What happens to the information you collect about me?' gives you more detail about this.

Where we will see you

We will see you in specialist clinics around the borough.

If you are housebound, we will come to your home.

Balance and exercise classes will take place at locations across the borough.

The Falls Service is based at:

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

Tel: 0300 003 2321

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
Healthcare**
better together

NHS
Bromley
Clinical Commissioning Group

Helping you to prevent falls

Information for patients

Falls and
fracture
prevention
service



If you have fallen or are at risk of falling, our specialist service for adults can offer support and advice to prevent you from falling in the future.

If you have been identified as being at high risk of osteoporosis (fragile bones) and fractures, this service can help you.

Please also see our leaflet :
Helping you to prevent fractures

Why might I need your help?

There could be a number of questions we may ask you about your fall, or why you may be worried about falling:

- Where were you when you fell?
- What were you doing before you fell?
- Why do you think you fell?
- Have you fallen before?
- Do you worry about falling?
- Could you get up after you fell?
- Do certain movements make you feel unsteady on your feet?
- Did you feel confused after you fell?

Our specialist team will be able to help you understand why you fell.

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.

What can I expect?

Your GP or another professional will refer you to us and provide us with information to help us manage your care.

You will be offered an assessment by our service. This is to investigate the reason for your fall or whether you are at risk of falling. The assessment may be in a clinic or we can arrange to see you at home if you are housebound.

We will show you exercises that you can do at home.

A healthcare professional with experience in preventing falls, may visit your home. This is to identify any potential hazards and to give you advice on how to deal with them. You may be provided with equipment to help you at home.

Some people will be offered an appointment with our consultant. This is to make sure all medical reasons that may be the cause of the fall, are treated. The consultant will let your GP know of any further recommendations they may make.

We will work with you to develop a plan to help prevent you falling again.