

# Falls and Fracture Prevention Service

St Paul's Cray Clinic  
Mickleham Road  
Orpington BR5 2RJ

**0300 330 5777\***

[bromh.bromleyfalls@nhs.net](mailto:bromh.bromleyfalls@nhs.net)

\*Calls charged at local rate

Bromley Healthcare's Falls and Fracture Prevention service is part of Bromley Clinical Commissioning Group's ProMISE programme (Proactive Management of Integrated Services for the Elderly).

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

**Bromley  
Healthcare**  
better together

The Falls and Fracture Prevention service is provided by Bromley Healthcare, an award-winning social enterprise working with the NHS, delivering a wide range of community healthcare services to people of all ages in Bromley, Bexley, Croydon, Greenwich and Lewisham.

We provide a wide range of nursing, medical and therapy services for adults and children. These include District Nursing, Health Visiting, Speech and Language Therapy, Physiotherapy and Occupational Therapy. 98% of our patients would recommend our services to their friends and family.

## 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.

Central Court  
1 Knoll Rise  
Orpington BR6 OJA

**020 8315 8880**

[bromh.feedback@nhs.net](mailto:bromh.feedback@nhs.net)

[bromleyhealthcare.org.uk](http://bromleyhealthcare.org.uk)

Bromley Healthcare Community Interest Company Ltd  
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## Falls and Fracture Prevention service

Provided by Bromley Healthcare

**If you have fallen or are at risk of falling, our specialist service for adults can offer support and advice to help 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.**

## **Being referred to the team**

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

## **Why you might need our 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?
- Do you feel dizzy?

Our specialist team will be able to help you understand why you fell and work with you to develop a plan to help prevent you falling again.

## **What you can 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 team to investigate the reason for your fall.

We may offer you a clinic appointment or arrange to see you at home if you are housebound.

You may be offered to attend an exercise and balance class or you may be seen by a physiotherapist or occupational therapist at home.

Some people will be offered an appointment with our consultant to make sure all medical reasons that may be the cause of the fall are treated.

## **Where we will see you**

Our service is based at St Paul's Cray Clinic in Orpington (see overleaf) but we can see you in our specialist clinics around the borough.

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

Balance and exercise classes take place across the borough.