Our Feedback

“Brilliant service - kept my partner and I informed about the situation throughout the treatment.”

“The care and compassion with which they treated my mother was simply wonderful.”

“The service was amazing. I didn’t know Rapid Response existed and I am so pleased they looked after me.”

“All the members of the team were friendly, reassuring and extremely professional.”

“I cannot thank the Rapid Response Team enough for the wonderful way they looked after me during my illness.”

Rapid Response service
About the service

Rapid Response provides an urgent care service, 24 hours a day, seven days a week. It is for adults who are registered with a Gloucestershire GP who require community-based care which prevents an unnecessary admission to hospital.

Rapid Response practitioners have advanced clinical skills to assess and treat people with conditions such as chronic obstructive pulmonary disease, urinary tract infections, sepsis, acute kidney injury, infections requiring oral or IV therapy and delirium. We care for frail adults, people requiring palliative care in crisis and complex falls patients.

We also carry out diagnostics, such as near patient blood tests, and will ensure provision of appropriate oxygen therapy, medicines and equipment. Non-medical prescribing is available.

Referrals

All registered practitioners can refer an acute deteriorating patient into the Rapid Response service and we work very closely with hospitals, community teams and other providers.

- Referrals are made via the Single Point of Clinical Access: 0300 421 0300
- Out-of-hours referrals are managed by the Out of Hours service and come direct to the team. Call: 0300 421 6900
- Response times are 1, 2 or 4 hours
- Safe haven beds and an overnight sitting service are available for at risk patients
- Community hospital shared care for the deteriorating patient can be offered

When a patient is accepted into the service, the GP remains clinically responsible. Practitioners will liaise with the GP soon after the first assessment, and at times when complex clinical decisions are required, including discussions with hospital medical teams.

If onward referral is required, Rapid Response will ensure the relevant specialist teams or other services within Gloucestershire Care Services NHS Trust are included in the onward care package.

Are we the right service for your patient?

Our practitioners are happy to discuss a referral with the referring clinician. Please call the Rapid Response number: 0300 421 6900

Practitioners review patients in their own home or place of residence, at any time of the day or night and we include the family and any carers in the care planning process.

Capacity

The Rapid Response Service is a capacity-led model. We offer countywide coverage, and the number of patients in the service at any one time is variable according to patient acuity.

For the Rapid Response Service please call the Single Point of Clinical Access: 0300 421 0300