



# PENNINE LANCASHIRE CHRISTMAS & NEW YEAR 2014/15 INFORMATION PACK

Please find enclosed information relating to key health, social care and third sector services available over the Christmas and New Year period 2014/15. This pack is for utilisation by all relevant health, social care and third sector staff to support increased awareness and understanding of services roles, functions, capacity and opening times to enable the effective signposting and referral pathways for patients during the winter period. A new information pack is developed each bank holiday period.

Please note that the normal senior manager on-call arrangements remain in place throughout this period, including on all Bank Holidays and weekends and from 5pm until 9am on all working days. Details on how to contact the Pennine Lancashire CCGs on-call manager is contained on pg. 28.

This information pack contains details of winter specific funded services, 7 day working, projects and pilots including Extended GP Practice opening times and pharmacies available over the Christmas and New Year period.

The plan has been prepared to ensure that a high quality comprehensive service is maintained to all patients and to ensure that all staff are aware of the services available over the Holiday period. This information pack needs to be used in conjunction with the Pennine Lancashire Annual Resilience Plan which includes the Health & Social Care Health Economy Trigger and Escalation Policy. .



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## Teleconference Information

Daily health and social care teleconferences commenced from Monday 8<sup>th</sup> December 2014 and will continue will take place daily until at least 12<sup>th</sup> January 2015. These teleconferences take place at 1pm each day including Bank Holidays and Weekends. The teleconference is chaired by a representative from East Lancashire or Blackburn with Darwen CCGs and has representatives from East Lancashire Hospitals Trust, North West Ambulance Trust, Lancashire Care Foundation Trust Community Services, Lancashire Care Foundation Trust Mental Health Services, Lancashire County Council Social Care, Blackburn with Darwen Social Care, East Lancashire Medical Services, Coastal Health Care, Age UK and Commissioning Support Unit Communications & Engagement.

**All partner organisations** are required to dial in each day **including Saturday, Sunday and Bank Holidays**, irrespective of their escalation status and are expected to participate in the full call.

Teleconference details	
Telephone Number:	0800 032 8069 (Freephone)
Chairpersons Code:	59127149 then #
<b>Participant Code:</b>	85458545 then #

## Pennine Lancashire Services

Access over weekends  
and Bank holidays

Some access at weekend  
and Bank Holiday

No access at weekend or  
Bank Holidays

Pennine Lancashire Services			
Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
<b>Pennine Lancashire Clinical Navigation Hub</b>	<p><b>Tranche 1:</b> December 2014 – 30 January 2015 9am – 5pm (Mon – Fri, excl. bank holidays.)</p> <p><b>Tranche 2:</b> From 2<sup>nd</sup> February 2015 8am – 10pm (7days per week incl. bank holidays.)</p> <p><b>0300 24 71 040</b></p>	No	<p>Delivers a simple point of contact for health and social care professionals to direct them to the most appropriate service using a bespoke Directory of Services, with an initial focus on the frail elderly to deflect patients from hospital admittance where appropriate.</p> <p>Maintain a comprehensive and up-to-date directory of current health services available across Pennine Lancashire including hours of operation, access criteria/eligibility and geographical cover.</p> <p>In addition the service will provide capacity monitoring of key elements of out of hospital provision (phase 2 of service development).</p>
<b>Dental Services</b>	<p><b>0845 533 3230</b> 8.00am – 9.00pm Monday to Friday. 9.00am – 1.00pm weekends and Bank Holidays</p>	YES	<p>For urgent treatment patients should contact their usual dental practice and ask to be seen as an emergency. If patients do not have a regular dental practice.</p> <p>Dental services can be accessed through the Pennine Dental Helpline. NHS 111 is available for patients requiring dental services outside of these hours.</p>

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<b>Discharge Facilitation Team (DFT)</b>		YES	<p>The DFT are a central point of referral for patients in hospital and hold a caseload. They work 7 days a week and seek to stop delays of patients being discharged from hospital.</p> <p><b>Access for Blackburn with Darwen</b> patients to Step Up/Step Down residential beds at various locations via the Discharge Facilitation Team, Rapid Assessment Team, Social Care Team in hours or Emergency Duty Team out of hours.</p> <p><b>Access for East Lancs</b> patients for both step up/step down and capacity will be given at the point of referral as this will frequently change. Referrals to be made via telephone (Tel 01254 732367).</p>
<b>Health Access Centre – Accrington Victoria Hospital</b>	<b>Tel. 01254 770480. The service is operational from 8.00am – 8.30pm 365 days a year.</b>	YES	GP practice and minor illness walk in centre. Patients not registered with the practice may also access the walk in service for urgent minor illness problems. Registered patients will be seen at their time of appointment, whereas walk in patients are seen in order of arrival and medical priority.
<b>Lancashire Early Intervention Service</b>	<b>01254 226390. This service is open from 8am – 8pm Monday to Friday and 10am – 6pm weekends and Bank Holidays.</b>	YES	The Early Intervention Service (EIS) specialises in working with individuals aged 14 to 35 at risk of, or currently experiencing, first episodes of psychosis.
<b>LCFT Mental Health Team</b>	<b>01254 226010 bleep 070. 0800-2200. Between the hours of 2030 -</b>	YES	The Mental Health Liaison Team (MHLT) is a nurse led service based at the Royal Blackburn Hospital site, operational seven days a week from 0800 hours to 2030. The Team provides mental health assessments, advice, support and education for patients referred to the team by the Urgent Care

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	<b>0800 the service is covered by the Crisis Resolution Home Treatment Team</b>		Centres, the Emergency Department and all inpatient wards within East Lancs Hospitals Trust. Between the hours of 2030 hours and 0800 hours the service is covered by the Crisis Resolution Home Treatment Team. The team can be contacted on 01254 226074
<b>Minor Injuries Unit Accrington Victoria Hospital (AVH)</b>	<b>01254 294623 (nursing staff) 01254 359036 (reception). The service is operational 8.00am - 8.30pm 7 days a week</b>	YES	Nurse led walk in service open to the general public for the treatment of minor injuries, including sprains, strains, fractures, cuts and grazes, bruising, minor head injuries (no loss of consciousness), foreign bodies (including eyes), bites and stings.
<b>Minor Injuries Unit Rossendale MIU</b>	<b>01706 253650 The service is operational 8.00am - 8.00pm 7 days a week</b>	YES	Nurse led walk in service open to the general public for the treatment of minor injuries, including sprains, strains, fractures, cuts and grazes, bruising, minor head injuries (no loss of consciousness), foreign bodies (including eyes), bites and stings. The service is operational 8.00am - 8.00pm 7 days a week
<b>NHS 111</b>	<b>24/7</b>	YES	NHS 111 is a service that has been introduced to make it easier for access to local NHS healthcare services. Members of the public can call 111 when they need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. Members of the public should use the NHS 111 service if they urgently need medical help or advice but it's not a life-threatening situation, the service also signposts to alternative available services other than Urgent Care Centre's.
<b>North West Ambulance Service (NWAS) -</b>		YES	Patient Transport Services is provided by NWAS Monday through to Friday excluding Bank Holidays. Additional patient transport has been commissioned over the Christmas and New Year period which is:

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Patient Transport Services			<ul style="list-style-type: none"> <li>• Christmas Day 12:00 – 20:00 1 x double crew vehicle</li> <li>• 26<sup>th</sup> December 12:00 – 20:00 1 x double crew vehicle</li> <li>• 28<sup>th</sup> December 15:00 - 21:00 1 x double crew vehicle</li> <li>• New Year's Day 12:00 – 20:00 1 x double crew vehicle</li> </ul> to facilitate additional discharges over the extended holiday period.
Out of Hours (OOH)	6.30pm-8.30am weekdays and Bank Holidays	YES	<p>The GP OOH service is for medical conditions of an urgent nature that cannot wait until routine surgery re-opens. The service will continue to operate as normal with extra service provision over the critical periods. Contingency arrangements are in place, with senior managers on call at all times.</p> <p>This is an appointment only service. Referrals to the service need to be made by contacting NHS 111 as some entry criteria applies.</p> <p>Services not provided:</p> <ul style="list-style-type: none"> <li>A Walk in Service</li> <li>Medication for the treatment of drug addiction i.e. Methadone and other narcotic drugs.</li> <li>Patient Transport</li> <li>2<sup>nd</sup> Opinions</li> <li>Sick Notes will not be issued</li> <li>Medicals will not be carried out</li> </ul>
Oxygen Services	Out of Hours via ELMS 01254 752100.	YES	Air Liquide (Homecare) Ltd are the suppliers of Oxygen to patients. ELMS will organise and refer Patients to them after firstly assessing them and who may require Oxygen in an emergency, these patients will have been passed

Pennine Lancashire Services			
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			to ELMS via the 111 Service. Patients who are already on Oxygen and known to Air Liquide should be able to organise their own supply with them directly (Telephone 0808 202 2099, Fax 0870 863 2111). The 24/7 Customer Helpline for Home Oxygen services is 0808 143 9992.
<b>Paediatric HOT clinics and telephone consultation service</b>		YES	These services are an alternative to an admission to the Children's Observation and Assessment Unit (COAU) at RBH and a diversion in the pathway for those children who may require specialist input but may not require an inpatient stay. Referrals are currently only being received from GP practices.
<b>Rapid Assessment Team (RAT)</b>	<b>Duty mobile 07852466872.</b>	YES	The service can provide assessments to determine if a patient is safe to return home and facilitate discharges from the urgent care units (ED/UCC/MAU). The service co-ordinates onward referrals for support at home for patients that live in East Lancs and those patients registered with a BWD GP. The team can provide support up to 4 times a day over a 96 hour period. All referrals can be made directly to the team that are based within the urgent care departments or via the duty mobile. The service can organise Crisis care support for East Lancashire patients out of hours (between 5pm and 10pm and at weekends/bank holidays) at Acute hospital sites when the Intermediate Care Allocation Team (ICAT) is not active.



<b>LCFT Contraception and Sexual health services (CaSH)</b>	<b>Single Point of Access Number 01772 401140 Mon-Fri 9.00-5.00</b>	<b>NO</b>	<p>Contraception and Sexual Health (CaSH) Services work together to provide people with a full range of sexual health services, including contraception choices, sexually transmitted infections screening and treatment and emergency contraception</p> <p>All services are accessible to everyone, and we have clinics in various locations which offer different session times and under 25s only sessions across Lancashire. To find clinics patients can access the location finder via the following link</p> <p><a href="http://cashlancashirecare.nhs.uk/index.php">http://cashlancashirecare.nhs.uk/index.php</a></p>
<b>LCFT Genito Urinary Medicine Services (GUM)</b>	<b>01772 522814</b>	<b>NO</b>	<p>Open access and appointment system available. Testing and treatment for STIs Including HIV Testing.</p> <p><a href="http://cashlancashirecare.nhs.uk/GUM.php">http://cashlancashirecare.nhs.uk/GUM.php</a></p> <p>GUM services are also provided by East Lancashire Hospitals NHS Trust at:</p> <p>Burnley St Peters Health Centre – <b>01282 644300</b>  Acorn Sexual Health Clinic Accrington – <b>01254 736045</b>  Rossendale General Health Centre – <b>01282 644300</b></p>

## Blackburn with Darwen Services

Access over weekends  
and Bank holidays

Some access at weekend  
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No access at weekend or  
Bank Holidays

Blackburn with Darwen Service only			
Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
<b>BwD Social Services weekend social work cover 09:00 to 17:00</b>	<b>01254 736772/736581 or 587547 7 day social work from 20<sup>th</sup> Dec 2014 to 1<sup>st</sup> Feb</b>	YES	Weekend social work cover based at Unity House for hospital patients. To provide social care assessments on wards and in In reach into the Emergency Department to assess patients and put services in place to get patients home in emergencies and prevent admissions. Point of contact of Crisis Home Support who are home carers and provide up to 72 hours of care until a full social care assessment is completed. Extended ITAR service and extra domiciliary care.
<b>Blackburn with Darwen Acute GP Visiting Service</b>		NO	This service enables practices to prioritise patients requiring a home visit within 4 hours of contacting the GP practice and who are at risk of an unplanned admission to be rapidly assessed by an Acute Visiting Service employed GP. The service enables the visiting GP to allocate up to half an hour to each visit and will work with the practice to avoid what is likely to have become a non-elective admission.  North West Ambulance Service is able to refer into the AVS through the urgent care desk. Please note that this service works Monday to Friday, and will not be in operation over Saturday, Sunday and bank holidays. However any urgent home visits outside of GP AVS hours of operation may be undertaken via the Out of Hours Service.

<b>Blackburn with Darwen Social Services – Emergency Duty Team</b>	<b>01254 587547 available 365 days a year.</b>	<b>YES</b>	Provide crisis support to facilitate hospital discharge and admissions avoidance.
<b>Blackburn with Darwen Social Services – Mental Health Crisis Team</b>	<b>01254 657116 available 365 days a year.</b>	<b>YES</b>	Mental Health Crisis Team for out of hours support.
<b>Harm Reduction Service/Needle Syringe Programme</b>	<b>01254 283442 or 01254 283443</b>	<b>NO</b>	An open access, low threshold needle and Syringe Programme for injecting drug users in Blackburn with Darwen. A blood borne virus testing and vaccination, information advice and support service for substance users and their significant others. A street sex worker support service. Harm reduction information, advice support and training for services and user groups in Blackburn with Darwen.
<b>Integrated Triage and Response Service (ITAR)</b>	<b>01254 587547</b>	<b>YES</b>	ITAR is an Integrated Triage and Response service which aims to provide a single point of contact (i.e. one telephone number) with provision of an out of hours consistent triage and assessment process for professionals and patients seeking urgent and crisis care. The service is jointly delivered by the Local Authority Crisis Response Team, Emergency Duty Team, supported by Choicecare (formerly Care Watch). The ITAR team can assess individuals, refer on and signpost them to the most appropriate services rather than spending time in hospital or residential care.
<b>Out of Hours Community Nursing Service</b>	<b>Single Point of Access in Hours (8am – 6pm) 01254 207074. OOH 01254 266400. The</b>	<b>YES</b>	District Nursing provides 24 hour comprehensive nursing service to patients in their own home. All patients referrals are accepted and in the case of crisis calls, response times are usually undertaken within 1 hour of referral. This service includes: Professional nursing assessment and advice Support for patients with long term conditions

	<p><b>service operated 7 days a week over 365 days per year but will have reduced staffing levels on bank holidays.</b></p>		<p>Minor ailments/injury management Wound care Hospital admission avoidance out of hours Administration of drugs Bowel/continence management, e.g. catheter and stoma care Management and nursing treatment for patients with palliative care needs and those who are in the terminal phase of their illness Supporting independence whenever possible for patients Confirmation of death Assessment and provision of emergency loans and equipment Gastroenteral nutrition Psychological support and advice</p>
<p><b>Rapid Assessment Team (RAT) /Community Rehabilitation (Community work for BWD GP patients only)</b></p>	<p><b>All referrals can be made directly via the duty mobile: 07852466872. from 23<sup>rd</sup> December 2013 until 31<sup>st</sup> March provision of the Rapid Assessment Team has been enhanced to deliver from 8am – 10pm 7 days per week including Bank Holidays as a multi-disciplinary team within MAU</b></p>	<p>YES</p>	<p>Community Rehabilitation and Rapid Assessment Teams work within the community to support patients that have identified deterioration in their ability to manage at home as a result of a change in their health. The service provides an immediate response in order to reduce avoidable hospital admissions and initiates and implements rehabilitation programmes to enable patients to remain independent within their own home. The primary aim of the service is to support patients with physical health problems such as falls, orthopaedic conditions, chest/urine infections, cardiac problems and palliative conditions. The service operates 365 days a year from 8am until 10pm (the service only provides a community response 8am-6pm) and works with Lancashire Teaching Hospitals and East Lancashire Hospital Trust to facilitate discharges back into the community. The service consists of the following staff: Occupational Therapist Physiotherapists Nurses Rehabilitation Assistants These all work together to support patients in the community and work closely with social services, GPs, Community Nursing teams and patients relatives and carers.</p>

	<b>&amp; A&amp;E</b>		The RAT team also work as a multi-disciplinary team within MAU and A & E providing in-reach to prevent admissions and facilitate discharges.
<b>Podiatry Service</b>	<b>Monday – Friday 8.30am – 4.30pm not including Bank Holidays or Weekends. Tel 01254 617400</b>	NO	Deals with foot related health and disease. This service is available for advice and assessment to people of all ages including children who are registered with a Blackburn with Darwen GP. Treatment will only be provided if deemed necessary by the podiatrist. Podiatrists no longer routinely cut toe nails unless there is a medical problem affecting the feet.
<b>Health Outreach Service</b>	<b>01254 282750. This service operates from 8.30pm – 5.00pm Monday to Friday not including Bank Holidays or Weekends.</b>	NO	The Health Outreach service provides health assessments and treatments as appropriate for homeless people, those vulnerably housed or seeking asylum within Blackburn or Darwen. The service provides treatments/interventions such as blood-borne virus screening, hepatitis vaccinations and tuberculosis (TB) screening to enable a better quality of care for this patient group. Other treatments include wound care, lower limb assessments, ear assessments and signposting to relevant clinical services to meet the individual's health needs. Referrals are accepted from all health services and other third sector organisations and can be done over the telephone, email or fax. Self-referrals are also accepted.
<b>GMW BwD Substance Misuse Service</b>	<b>Tel: (01254) 226062  22nd/23rd December – 9am – 4pm  24th December – 10am – 3pm  25th/26th December - closed</b>	NO	The substance misuse service promotes health and well-being, recovery and abstinence.

	<p><b>29th/30th December – 9am – 4pm</b></p> <p><b>31st December – 10am – 3pm</b></p> <p><b>1st – closed</b></p> <p><b>2nd – 9am - 4.30pm</b></p>		
<b>TTP Communities</b>	<p><b>Tel: (01254) 690707</b></p> <p><b>Closed Christmas day and Boxing day and New Year's Day.</b></p> <p><b>Early finish Christmas eve and New Year's eve (3pm).</b></p> <p><b>Otherwise open 9am – 4pm.</b></p>	NO	Evolve provides counselling and life skills training to people with drink and drugs problems. They also provide recovery programs.
<b>Jarman Centre</b>	<p><b>Tel: (01254) 283432</b></p> <p><b>Open 22nd – 24th December 10.30am – 4.30pm</b></p>	NO	<p>Drugs and alcohol harm reduction and needle exchange services. Sex worker support.</p> <p>Street sex worker sessions on Monday 8.30pm 10.30pm in the red light area.</p> <p>Needle exchange service also available at Forecourt Pharmacy on King Street</p>

	<p><b>Closed Christmas day, Boxing day, and 27 and 28th December</b></p> <p><b>Open 29 – 31st December 10.30am – 4.30pm</b></p> <p><b>Closed New Year's day and 2nd, 3rd and 4th January</b></p>		<p>(normally 24 hour), Johnson Street Pharmacy, Livesey Branch Pharmacy, Fishmoor Pharmacy and Barbara Castle Way health centre.</p>
<p><b>BwD Carers Service</b></p>	<p><b>Tel. 01254 688440</b></p> <p><b>Wednesday 24th Dec (Christmas Eve) office closes at 2pm</b></p> <p><b>Thursday 25th Dec (Christmas Day) CLOSED</b></p> <p><b>Friday 26th Dec (Boxing Day) CLOSED</b></p> <p><b>Thursday 1st Jan (New Year's Day) CLOSED</b></p> <p><b>The service is</b></p>	<p>NO</p>	<p>Support and advice for carers in Blackburn with Darwen.</p>

	open the rest of the time from 9am – 5pm. A helpline picks up calls between 5pm and 9pm Monday to Friday including on Christmas day, Boxing day, and new year's day.		
<b>Lifeline</b>	Tel: 01254 677493  Closed Christmas day, Boxing Day and New Year's Day.	NO	Lifeline Young Person's Service is a free, confidential and voluntary drug and alcohol service for young people in Blackburn with Darwen aged under 25 years.
<b>THOMAS</b>	Tel: (01254) 660861  Closed Christmas day, Boxing Day, New Year's Day, closed at weekends.		Drop in and residential service. Can provide a free hot meal Monday to Thursday 1-2pm, (have to register first – can be done on the day). Can provide vouchers for food bank and for gas and electric. Floating support team can refer to keyworker following an assessment. Support for people over 18 with drug and alcohol problems.
<b>Fast4WD</b>	01254 583957	NO	The Fast 4WD Project is a non-profit organisation based around the recovery model helping to recruit and train a bank of Recovery Support Volunteers to work within the Substance Misuse Sector within the Blackburn with Darwen Area. The project also aims to signpost those engaged in treatment services within Blackburn with Darwen into volunteering opportunities.
<b>VOICE</b>	01254 583957	Open on Saturdays	Service user group – Saturday drop in breakfast club



<b>Age UK – Blackburn with Darwen</b>	<b>Monday – Friday 9am – 5pm excl. Bank Holidays. Organisation closes at 5pm on 24<sup>th</sup> December and reopens at 9am on 5<sup>th</sup> January</b>  <b>Tel 01254 266620</b>  <b>heretohelp@ ageuk.bwd.org.uk</b>	<b>NO</b>	<p>Blackburn with Darwen residents or patients with a GP in BwD only.</p> <p>Here to Help Project – Holistic social and environment assessment and coordination of services, coordinators act as a key contact for people until the services are in place or work completed. Patients referred through this services will be fast tracked into other services including Care Network and DASH (Decent and Safe Homes)</p> <p>Working with partner agencies to provide a holistic, social and environmental package of support for people over 50 during the winter months to prevent admission to hospital.</p> <p>Age UK Blackburn with Darwen also offers a range of other services including: Befriending Advice and Information Foot care service (for people not eligible for NHS podiatry services) Health and wellbeing programmes</p>

## East Lancashire Services

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East Lancashire Services Only			
Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
<b>Lancashire County Council Out of Hours</b>	<b>01254 732411 7 day social work in operation</b>	YES	Social Care Workers are working with the Complex Case Managers each Weekend and Bank Holiday (apart from Christmas Day) to assess and discharge patients from Royal Blackburn Hospital. They will also in-reach to the Emergency Department to assess patients and commission services to prevent hospital admissions. They are the point of contact of Crisis Home Support who are home carers and can provide up to 72 hours of care until a full social care assessment is completed. They can also initiate re-starts and increases of existing care packages.
<b>Age UK Hospital Aftercare Service (HAS)</b>	<b>7 days a week including Bank Holidays from 9am – 5pm</b>	YES	Hospital Aftercare Service provides a low level support service for vulnerable predominantly older people. The service has two tiers: Tier 1 Take home and settle – provides a time limited service for up to 3 hours direct support that includes transport home and offers low level support with the intention of helping an individual settle back into their own home. Tier 2 Follow up and support – provides low level support for up to six weeks for a maximum of 15 hours over the period. Both tiers of service signpost people to other health and social care services following assessment of need.
<b>Integrated Community Team</b>	<b>Pendle 01282 731037 Burnley 01282 644465</b>	YES	The Integrated Community Teams operate 24hours a day, 365 days per year.  The Integrated Community teams provide complex clinical care to patients living in their own homes. The service aims to work with patients to empower them to self

East Lancashire Services Only			
Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
	<p>Hyndburn 01254 232061</p> <p>Ribble Valley &amp; Out of Hours 01200 413521</p> <p>Rosendale Locality 01706 253425</p>		<p>manage long term conditions and prevent avoidable hospital admission</p> <p>Services and treatments provided are:</p> <p>Prevent unnecessary hospital admission / facilitate early discharge</p> <p>Advanced Practice</p> <p>Non-Medical prescribing</p> <p>Long Term Complex Condition Management e.g. - Heart Failure, COPD, Diabetes</p> <p>Case Management</p> <p>End Of Life Care</p> <p>Complex Wound Care</p> <p>Leg ulcer Management</p> <p>Catheter Care / Management</p> <p>Management of Continence</p> <p>Medication administration</p> <p>Rehabilitation</p> <p>Holistic Nursing Assessments / Fully-funded Continuing Health Care Screening</p> <p>Support for patients undergoing chemotherapy / radiotherapy</p>
<p><b>Intermediate Care Allocation Team (ICAT)</b></p>	<p><b>Please note that this service operates Monday to Friday, and will not be accessible over Saturday, Sunday and bank holidays. The service will be provided in the build-up to the</b></p>	NO	<p>The Intermediate Care Allocation Team (ICAT) is a single point of access for short term community services across health and social care. The team consists of staff from across different health and social care disciplines; with an aim to offer one route into Intermediate Care. By making access to short term community services across health and social care services simple, and having an overall picture of availability within services, the team will contribute to the aim of people being cared for closer to home. People referred will have their short term community based care needs met and their journey through these services managed by a dedicated integrated multi-disciplinary team.</p> <p>The team has no direct contact with patients/service users and does not assess</p>

East Lancashire Services Only			
Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
	bank holidays and immediately after. For further information Tel 01282 731240 contact		individuals. It is a multi-disciplined resource for you to ask: " <i>What are the intermediate care options available to meet this person's needs at this time?</i> " Using their knowledge of the many health and social care short term community based services available, the team will look at the needs identified in an assessment and put a package of short term community based services in place to meet those needs.  The service is based within the East Lancashire Hospital Trust in partnership with Lancashire County Council's Adult Social Care.
Retreat and Recover	01282 477320 21 Hammerton St, Burnley. Operational Hours 10.00pm – 3.00am Saturdays	YES	Nurses available to deliver basic first aid and medical treatment to people in the town centre.
Lancashire County Council Social Services	Emergency Duty Team 0845 602 1043	YES	Providing support for social care assessments.
Treatment Room Services	St Peters Centre 01282 644666 Mon & Thursday 08:45-4.30pm, Tue, Wed & Friday 08:45-6.30pm. Saturday 09:00-12.00pm	Open Saturday 9am – 12.00pm	Non urgent wound care management. Accessible on Saturday mornings but not Bank Holidays or Sunday.

<b>East Lancashire Services Only</b>			
<b>Service</b>	<b>Service Times and contact details where applicable</b>	<b>Access at weekends and Bank Holidays</b>	<b>Description.</b>
<b>Virtual Ward</b>	<b>Professional Line 01282 644493 General Enquiries Patient Line 01282 644492</b>	<b>YES</b>	<p>A team of clinical staff, with the assistance of the operational support staff, provide responsive assessment, monitoring, investigations, support and education for patients to prevent unnecessary hospital admission or to facilitate early supported discharge from hospital; or as an alternative to an acute admission where appropriate.</p> <p>The Virtual Ward Hub is based at St Peters Health Centre in Burnley.</p> <p>Out of Hours the phone line is diverted to the Integrated Community Nursing Team or Night Community Nursing Service 8.30-5.00pm Monday to Friday</p>
<b>Wound Care Team</b>	<b>01282 644075 8.30am – 5.00pm OOH 01282 644462 5.00pm- 10.00pm. NHS 111 10.00pm – 8.30am.</b>	<b>YES</b>	<p>Domiciliary service in Burnley, Rossendale and Hyndburn. Out of Hours service provided by District Nurses team, not Wound Care Team.</p>

## Directory of Services (DoS)

There is a National web-based directory developed by the Department of Health and populated locally, listing health, social care and third sector services. The DoS can be used for three main purposes, these are:

1. An online directory – the DoS can be used by GPs, Health Care Professionals, practices, Acute Trusts and health economy partners to access up-to-date information on services available locally and across England.
2. NHS 111 – The DoS is integrated with NHS Pathways which is the current tool NHS 111 use to triage calls. The link to the DoS allows NHS 111 to find the most appropriate service for the patient based on distance and medical need.
3. Capacity management – the DoS enables services to provide update on their current capacity i.e. the Urgent Care Centre could update the DoS at times of pressure to enable 111, and other users, to look at possible alternatives.

As detailed above the service is accessible to all health economy partners. To register for an account follow the link below and click on 'request new account.' This will then be sent to the regional team to approve.

<https://nww.pathwaysdos.nhs.uk/app/controllers/login/login.php>

## Extended GP practice opening

In Pennine Lancashire a number of practices have extended their hours over the Christmas and New Year period and their patients have been advised of this. Please contact the local practice directly for further information.

## What to Access When

8.00am – 8.30pm – 7 days per week.

### MINOR INJURIES UNIT – ACCRINGTON VICTORIA HOSPITAL

- Sprains and strains
- Suspected broken bones and fractures
- Wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries
- Injuries to the back, shoulder and chest

Standard practice hours 8.00am – 6.30pm Monday to Friday, although this varies between practices. Out of Hours GP available outside of these hours.

### General Surgery/GP

An illness that is not life threatening during normal surgery hours.

8.00am – 8.00pm – 7 days per week.

### MINOR INJURIES UNIT – ROSSENDALE PRIMARY CARE CENTRE

- Sprains and strains
- Suspected broken bones and fractures
- Wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries
- Injuries to the back, shoulder and chest

24 hours a day, 7 days per week.

### URGENT CARE CENTRE – ROYAL BLACKBURN HOSPITAL

- Sprains and strains
- Suspected broken bones and fractures
- Minor head injuries
- Bites
- Eye problems
- Rising temperature

24 hours a day, 7 days per week.

### EMERGENCY DEPARTMENT – ROYAL BLACKBURN HOSPITAL

- Life threatening
- Critical situation
- Blue light emergencies

24 hours a day, 7 days per week.

### URGENT CARE CENTRE – BURNLEY GENERAL HOSPITAL

- Sprains and strains
- Suspected broken bones and fractures
- Minor head injuries
- Bites
- Eye problems
- Rising temperature

## Pharmacy Opening Times Christmas and New Year 2014/15

<b>Blackburn with Darwen</b>		
<b>Holiday</b>	<b>Pharmacy</b>	<b>Opening times</b>
<b>Christmas Eve</b> (Wednesday 24th December)	<b>All Pharmacies will be open Christmas Eve, however closing times may vary. Please contact your local pharmacy for more details.</b>	
<b>Christmas Day</b> (Thursday 25th December)	Audley Late Night Pharmacy, 114-116 Audley Range, Blackburn, 01254 263322	<b>2pm – 11pm</b>
	Beehive Pharmacy, Beehive Trading Park, Haslingden Road, Blackburn, BB1 2EE 01254 53585	<b>11am – 11pm</b>
	4Court Pharmacy, Blackburn Service Station, Whalley Banks, Blackburn, BB2 1NT, 01254 677447	<b>11am – 7pm</b>
	Whalley Range Pharmacy, 1 Whalley Range, Blackburn, BB1 6DX 01254 54988	<b>10am – 8pm</b>
	Aston Pharmacy, 95 Accrington Road, Blackburn, BB1 2AF, 01254 680133	<b>12pm – 2pm</b>
	Market Street Pharmacy, 29-31 Market Street, Darwen, BB3 1PS 01254 873977	<b>10am – 2pm</b>
<b>Boxing Day</b> (Friday 26th December)	Boots the Chemist, Cobden Court, Blackburn, BB1 7JJ, 01254 580115	<b>9am – 5.30pm</b>
	Audley Late Night Pharmacy, 114-116 Audley Range, Blackburn, 01254 263322	<b>2pm – 11pm</b>
	Asda Pharmacy, Lower Audley Retail Park, Grimshaw Park Road, Blackburn, BB2 3DY 01254 292 710	<b>9am – 6pm</b>
	Beehive Pharmacy, Beehive Trading Park, Haslingden Road, Blackburn, BB1 2EE 01254 53585	<b>11am – 11pm</b>
	4Court Pharmacy, Blackburn Service Station, Whalley Banks, Blackburn, BB2 1NT 01254 677447	<b>11am – 7pm</b>
	Boots the Chemist, Townsmoor Retail Park, Great Bolton Street, Blackburn BB2 3RX 01254 696620	<b>9am – 5pm</b>
	Whalley Range Pharmacy, 1 Whalley Range, Blackburn, BB1 6DX 01254 54988	<b>10am – 8pm</b>
	Market Street Pharmacy, 29-31 Market Street, Darwen, BB3 1PS 01254 873977	<b>10am – 6pm</b>
	Aston Pharmacy, 95 Accrington Road, Blackburn, BB1 2AF, 01254 680133	<b>12pm – 2pm</b>



## Blackburn with Darwen

<b>New Year's Eve</b> (Wednesday 31st December)	<b>All Pharmacies will be open New Year's Eve, however closing times may vary. Please contact your local pharmacy for more details.</b>	
<b>New Year's Day</b> (Thursday 1st January)	Asda Pharmacy, Lower Audley Retail Park, Grimshaw Park Road, Blackburn, BB2 3DY 01254 292710	<b>10am – 4pm</b>
	Aston Pharmacy, 95 Accrington Road, Blackburn, BB1 2AF, 01254 680133	<b>12pm – 2pm</b>
	Audley Late Night Pharmacy, 114-116 Audley Range, Blackburn, 01254 263322	<b>2pm – 11pm</b>
	Beehive Pharmacy, Beehive Trading Park, Haslingden Road, Blackburn, BB1 2EE 01254 53585	<b>11am – 11pm</b>
	4Court Pharmacy, Blackburn Service Station, Whalley Banks, Blackburn, BB2 1NT 01254 677447	<b>11am – 7pm</b>
	Boots the Chemist, Townsmoor Retail Park, Great Bolton Street, Blackburn BB2 3RX 01254 696620	<b>11am – 5pm</b>
	Whalley Range Pharmacy, 1 Whalley Range, Blackburn, BB1 6DX 01254 54988	<b>10am – 8pm</b>
	Market Street Pharmacy, 29-31 Market Street, Darwen, BB3 1PS 01254 873977	<b>10am – 6pm</b>

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## East Lancashire

Holiday	Pharmacy	Opening times
<b>Christmas Eve</b> (Wednesday 24th December)	<b>All Pharmacies will be open Christmas Eve, however closing times may vary.            Please contact your local pharmacy for more details.</b>	
<b>Christmas Day</b> (Thursday 25th December)	St Peters Pharmacy, St Peters Health Centre, Church Street, Burnley, BB11 2DL 01282 644528	<b>6.30pm – 8pm</b>
	Barkerhouse Pharmacy, 102 Barkerhouse Road Nelson, BB9 9EU, 01282 612140	<b>11am – 2pm</b>
	Accrington Late Night Pharmacy, 188 Blackburn Road, Accrington, BB5 0AQ 01254 351111	<b>10am – 8pm</b>
	Oswaldtwistle Pharmacy, 300 Union Road, Oswaldtwistle, Accrington, BB5 3JD 01254 399898	<b>7.30am – 10.30pm</b>
	MedicX Pharmacy, Wellfield Surgery, Oldham Road, Rochdale, OL11 1AD, 01706 508121	<b>12pm – 6pm</b>
	Pimhole Pharmacy, 185 Rochdale Road, Bury, BL9 7BB, 0161 761 1011	<b>11am – 1pm</b>
<b>Boxing Day</b> (Friday 26th December)	Asda Pharmacy, Princess Way, Burnley BB12 0EQ, 01282 838177	<b>9am – 6pm</b>
	Asda Pharmacy, St Marys Way, Rawtenstall, BB4 8EL 01706 242410	<b>9am – 6pm</b>
	Asda Pharmacy, Hyndburn Road, Accrington, BB5 1QR 01254 306410	<b>9am – 6pm</b>
	Asda Pharmacy, Corporation Street, Colne, BB8 8LW 01282 870156	<b>9am – 6pm</b>
	Accrington Late Night Pharmacy, 188 Blackburn Road, Accrington, BB5 0AQ 01254 351111	<b>10am – 8pm</b>
	Boots, 51 St James Street, Burnley, BB11 1QL, 01282 421934	<b>8am-6pm</b>
	Oswaldtwistle Pharmacy, 300 Union Road, Oswaldtwistle, Accrington, BB5 3JD 01254 399898	<b>7.30am – 10.30pm</b>
	Sainsburys, Active Way, Burnley, BB11 1BS, 01282 423998	<b>10am – 4pm</b>
	Sainsburys Pharmacy, Windy Bank, Colne, BB8 9HY 01282 663609	<b>10am – 5pm</b>
<b>New Year's Eve</b> (Wednesday 31st December)	<b>All Pharmacies will be open New Year's Eve, however closing times may vary.            Please contact your local pharmacy for more details.</b>	

<b>East Lancashire</b>		
<b>New Year's Day</b> (Thursday 1st January)	Asda Pharmacy, Princess Way, Burnley BB12 0EQ, 01282 838177	<b>10am – 4pm</b>
	Accrington Late Night Pharmacy, 188 Blackburn Road, Accrington, BB5 0AQ 01254 351111	<b>10am – 8pm</b>
	Sainsburys Pharmacy, Active Way, Burnley, BB11 1BS 01282 423998	<b>10am – 5pm</b>
	Asda Pharmacy, St Marys Way, Rawtenstall, BB4 8EL 01706 242410	<b>10am – 4pm</b>
	Asda Pharmacy, Hyndburn Road, Accrington, BB5 1QR 01254 306410	<b>10am – 4pm</b>
	Asda Pharmacy, Corporation Street, Colne, BB8 8LW 01282 870156	<b>10am – 4pm</b>
	Oswaldtwistle Pharmacy, 300 Union Road, Oswaldtwistle, Accrington, BB5 3JD 01254 399898	<b>7.30am – 10.30pm</b>
	Sainsburys Pharmacy, Windy Bank, Colne, BB8 9HY 01282 663609	<b>10am – 5pm</b>

## On call arrangements

### Directors and Senior Managers - ON CALL ARRANGEMENTS

<b>Clinical Commissioning Groups</b>
Pennine Lancashire CCGs On-Call Rota (incorporating NHS East Lancashire and NHS Blackburn with Darwen CCGs) Contact Number <b>01254 263555</b> (ELHT HOLDS COMMISSIONERS ROTA)
<b>East Lancashire Hospitals NHS Trust</b>
Contact Number <b>01254 263555</b>
<b>ELMS (East Lancashire Medical Services) – Out of Hours Provider</b>
Contact Number <b>01254 752100</b>
<b>Lancashire Care Foundation Trust (LCFT)</b>
IN HOURS – <b>01772 695300</b> (LCFT Switchboard)  OUT OF HOURS – <b>01772 716565</b> (Royal Preston Hospital Switchboard) – Please ensure that you ask for the LCFT Executive On-Call. The switchboard hold the rota for LCFT MH Manager, Doctor on Call and Forensic Consultant, without clearly identifying that you require the LCFT Executive On Call you may get through to the wrong person.
<b>NWAS (North West Ambulance Service)</b>
Contact Number <b>01772 867765</b> (NWAS Control Duty Manager)