



PENNINE LANCASHIRE INFORMATION PACK

DECEMBER 2015

IMPORTANT INFORMATION – PLEASE READ FIRST

This information pack is intended to support effective communication across Pennine Lancashire to maintain a high quality comprehensive service for our patients over the Holiday period.

The pack should be read in conjunction with internal organisational escalation, resilience and business continuity documents.

Teleconference Information

Daily teleconferences will take place **daily at 10am**, including weekend

All partner organisations are required to dial in every day

Teleconference details

Telephone Number if dialling in from home: **0800 032 8069**

Participant Code: **46346833** then #

Questions relating to this information pack?

Please contact Julia Tolley, Commissioning Manager, Pennine Lancashire Urgent Care Team

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Pennine Lancashire Service Directory

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	Wkend/BH Access?	Description.
Pennine Lancashire Clinical Navigation Hub	9am – 5pm (Mon – Fri, excl. bank holidays.) 0300 24 71 040	NO	Delivers a simple point of contact for health and social care professionals to direct them to the most appropriate service and / or will broker services using a bespoke Directory of Services, with an initial focus on the frail elderly to deflect patients from hospital admittance where appropriate. Maintains 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. Some weekend availability (excluding 24-28 December, 1-2 January and 25-27 March) with operational hours will be between 10:00 and 16:00
Dental Services	0845 533 3230 Helpline 9 am – 5 pm 7 day service	YES	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 dental services can be accessed through the Pennine Dental Helpline. NHS 111 is available for patients requiring dental services outside of these hours. Appointments / clinic availability advises by helpline.
Health Access Centre – Accrington Victoria Hospital	Tel. 01254 770480. The service is operational from 8.00am – 8.30pm 365 days a year.	YES	GP practice and minor illness walk-in centre. Patients not registered with the practice may access the walk-in service for primary care minor illness problems (minor injuries are treated by the separate AVH based Minor Injuries Unit) and will be seen in order of medical priority and arrival.
Lancashire Early Intervention Service	01254 226390. This service is open from 8am – 8pm Monday to Friday and 10am – 6pm weekends and Bank Holidays.	YES	The Early Intervention Service (EIS) specialises in working with individuals aged 14 to 35 with suspected psychosis. It provides direction for those seeking help and their families/carers. The service covers Blackburn, Chorley, Preston, Accrington, Skelmersdale and Blackpool. The service does not accept emergency referrals. The service has been designed to ensure better, more effective treatment for young people in the early stages of the illness and reassure service users about their recovery.
Mental Health Assessment and Treatment team (ATT)	Mon-Fri 9am to 5pm, Telephone 01282 657116 Out of Hours, contact for	No	Single point of access to Mental Health services across Pennine Lancashire for all patients with a need for initial assessment from a Consultant led service. Single Point of Access accepts all referrals for Adult Mental Health Services, referrals are screened and assessed by Nurse Assessors and referred to the most appropriate

Pennine Lancashire Services

Service	Service Times and contact details where applicable	Wkend/BH Access?	Description.
	Mental Health services is through the Crisis Resolution Home Treatment Team.		service or therapeutic intervention. Referrals to the service can be made by GPs, practice nurses, health visitors, and other health professionals, statutory and non-statutory services. Self-referrals are also accepted.
Mental Health - Crisis Resolution Home Treatment Team (CRHTT)	Weekends & Bank Holidays, 24 hours / 7 days a week 01282 657222 01254 226074	YES	Out of Hours, contact for Mental Health services is through the Crisis Resolution Home Treatment Team. (CRHTT) Burnley Pendle & Rossendale 01282 657222 Blackburn with Darwen, Hyndburn & Ribble Valley 01254 226074
LCFT Mental Health Liaison Team	01254 226123 24 hours 7 days a week 0800-2030.	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 Centres, the Emergency Department and all inpatient wards within East Lancs Hospitals Trust.
Minor Injuries Unit Accrington Victoria Hospital	01254 294623 (nursing) 01254 359036 (reception) 8.00am - 8.30pm 7 days	YES	Nurse led walk-in service open to the general public for the treatment of minor injuries, including sprains, fractures, cuts & grazes, bruising, minor head injuries (no loss of consciousness), foreign bodies, bites and stings.
Minor Injuries Unit Rossendale MIU	01706 253650 The service is operational 8.00am - 8.00pm 7 days a week	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
NHS 111	24/7	YES	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 Centres
Out of Hours (OOH)	6.30pm-8.30am weekdays and Bank Holidays	YES	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. This is an appointment only service. Referrals to the service need to be made by contacting NHS 111 as some entry criteria applies.

Pennine Lancashire Services

Service	Service Times and contact details where applicable	Wkend/BH Access?	Description.
			Services not provided: A Walk in Service Medication for the treatment of drug addiction i.e. Methadone and other narcotic drugs. Patient Transport 2 nd Opinions Sick Notes will not be issued Medicals will not be carried out
Oxygen Services	Tel: 0808 202 2099 Fax: 0870 863 2111 24/7 Customer Helpline 0808 143 9992 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 first assessing the patients who may require oxygen in an emergency, (these patients having been passed 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.
Paediatric HOT clinics and telephone consultation service		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.
Rapid Assessment Team (RAT)	Duty mobile 07852466872.	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 assesses both BWD and EL residents in the ED/UCC and MAU. Following the assessment the service co-ordinates onward referrals for support at home for patients that live in East Lancs and follow up at home those patients that are 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 8pm and 8am-8pm at weekends/bank holidays) at Acute hospital sites when the Intermediate Care Allocation Team (ICAT) is not active.
LCFT Contraception	Single Point of Access Number	NO	Contraception and Sexual Health (CaSH) Services work together to provide people with a full range of sexual health services, including contraception choices, sexually

Pennine Lancashire Services

Service	Service Times and contact details where applicable	Wkend/BH Access?	Description.
and Sexual health services (CaSH)	01772 401140 Mon-Fri 9.00-5.00		transmitted infections screening and treatment and emergency contraception 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: http://cashlancashirecare.nhs.uk/index.php
LCFT Genito Urinary Medicine Services (GUM)	01772 522814	NO	Open access and appointment system available. Testing and treatment for STIs, including HIV Testing. http://cashlancashirecare.nhs.uk/GUM.php GUM services are also provided by East Lancashire Hospitals NHS Trust at: Burnley St Peters Health Centre – 01282 644300 Acorn Sexual Health Clinic Accrington – 01254 736045 Rossendale General Health Centre – 01282 644300
Older Adult Mental Health Rapid Intervention and Treatment (Older Adult MH and Dementia)	01254 226971 8 am – 8 pm 7 day service	YES	Providing a 8 am / 8 pm 7 day service to support both community and care homes around Dementia and Older adult MH needs, At weekends out of Assessment and Treatment Team hours and Bank Holidays the team act as the ATT and accept referrals from social services, the police, primary care, LCFT, self-referrals and other agencies

Blackburn with Darwen Service Directory

Access over weekends and Bank holidays

Some access at weekend and Bank Holiday

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.
BwD Social Services weekend social work cover 09:00 to 17:00	01254 736581 or 587547 option 3 7 day social work	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.
Blackburn with Darwen Acute GP Visiting Service		NO	<p>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.</p> <p>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.</p>
Blackburn with Darwen Social Services – Emergency Duty Team	01254 587547 available 24/7 365 days a year.	YES	Provide crisis support to facilitate hospital discharge and admissions avoidance.
Changing Lives	<p>On call from 8am to 6pm everyday on 07812663381 during the period 24th to 4th January –</p> <p>Office: 01254 311181</p>		Changing Lives over support advice and access to supported accommodation for victims of Domestic Abuse. The Independent Domestic violence advocate based at the hospital provides advice information and support to staff and patients affected by abuse

Blackburn with Darwen Service only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
	<p>10 am – 3 pm 29/12/15–31/12/15</p> <p>National Helpline 0808 2000 524</p> <p>Regional helpline 0161 636 7525 and / or male advice Line 0808 801 0327</p> <p>For general support alternative contact number 10am – 3 pm Tuesday to Thursday please contact the duty worker on 07812672711</p>		
<p>Domestic Violence – IMVA Wish Centre</p>	<p>01254 260465 9am-5pm 7 days National Helpline 08082000247 available 24/7</p> <p>Christmas Eve – 9 am – 1 pm Closed 24/12/15 reopen 29/12/15 New Years Eve 9 am – 1pm</p>	<p>YES</p>	<p>There is also a referral pathway available in each dept. such as ED and Urgent Care which is available during the hours of 8am-6pm Monday – Friday.</p>
<p>Harm Reduction Service/Needle Syringe</p>	<p>01254 495014 Telephone</p>	<p>YES via pharmacy provision</p>	<p>An open access, low threshold Needle and Syringe programme for injecting drug users in Blackburn with Darwen. A blood born virus testing and vaccination service for substance users and their significant others. New provider CRI Inspire.</p>

Blackburn with Darwen Service only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
Programme CRI Inspire	support available 24/7/365		There is a Single Point of Contact local telephone number for anyone who needs information, support or advice when the specialist service is closed. This is available 24/7. Needle exchange service available at: Forecourt Pharmacy , King Street (normally 24 hour) , Johnson Street Pharmacy, Livesey Branch Pharmacy, Fishmoor Pharmacy and Barbara Castle Way Health Centre
Integrated Triage and Response Service (ITAR)	01254 587547	YES	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.
Out of Hours Community Nursing Service	Access via ELMS for bank holidays, evenings and weekends. 752144 The service operated 7 days a week over 365 days per year but will have reduced staffing levels on bank holidays.	YES	District Nursing provides 24 hour comprehensive nursing service to patients in their own home. All patient 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 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
Rapid Assessment	All referrals can be made directly	YES	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.

Blackburn with Darwen Service only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
<p>Team (RAT) /Community Rehabilitation (Community work for BWD GP patients only)</p>	<p>via the duty mobile: 07852466872.</p>		<p>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.</p> <p>The service operates 365 days a year from 8am until 8pm (the service only provides a community response 8am-6pm) and works with East Lancashire Hospital Trust to facilitate discharges back into the community.</p> <p>The service consists of the following staff: Occupational Therapist Physiotherapists Nurses Rehabilitation Assistants</p> <p>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> <p>The RAT team also work as a multi-disciplinary team within ED/UCC and MAU weekday 4:40-8pm and 8am-8pm weekends and bank holidays providing in-reach to prevent admissions and facilitate discharges.</p>
<p>Podiatry Service</p>	<p>Monday – Friday 8.30am – 4.30pm not Bank Holidays or Weekends. Tel 01254 617400</p>	NO	<p>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.</p>
<p>Health Outreach Service</p>	<p>01254 282750. This service operates from 8.30pm – 5.00pm Monday to Friday not including Bank Holidays or Weekends.</p>	NO	<p>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.</p>

Blackburn with Darwen Service only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
BwD Substance Misuse Service / CRI Inspire	01254 495014 Telephone support available 24/7/365	NO	There is a Single Point of Contact local telephone number for anyone who needs information, support or advice while the service is closed.
BwD Carers Service	Tel. 01254 688440 9am – 5pm Closed Bank Holidays Helpline between 5pm and 9pm Monday to Friday including Bank Holidays.	NO	Support and advice for carers in Blackburn with Darwen. Whether a registered carer or perspective carer the service can be contacted for information or emotional support.
CRI Go2	Tel. 01254 495014 Telephone Support available 24/7 / 365	NO	CRI Go2 is a free, confidential and voluntary drug and alcohol service for young people in Blackburn with Darwen under 25 years. Christmas Eve – closed 3 pm – reopen 29/12 New Years Eve closed 3 pm
THOMAS	Tel: (01254) 660861 Closed Bank Holidays and 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 who are homeless or have drug and alcohol problems. THOMAS also assists with ‘move on’ accommodation, floating support and engages with the BwD recovery community. http://www.thomasonline.org.uk for further details.
Fast4WD	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.
VOICE	01254 583957 9 am – 5 pm	Open on Saturdays	Voice is a Blackburn with Darwen Substance Misuse User group for people who have come through treatment and who wish to remain involved in helping others.

Blackburn with Darwen Service only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
	7 day service Answerphone in operation		Group for drug and alcohol service users and their families – Saturday and Sunday morning drop in breakfast club which operates from 10.00am – 11.45am , Closed 26/12
Age UK – Blackburn with Darwen	Monday – Friday 9am – 5pm excl. Bank Holidays. Tel 01254 266620 heretohelp@ageuk.bwd.org.uk	NO	Here to Help Project – Holistic social and environment assessment and coordination of services. Patients referred through this services will be fast tracked into other services including Care Network and DASH (Decent and Safe Homes) 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

Access over weekends and Bank holidays

Some access at weekend and Bank Holiday

No access at weekend or Bank Holidays

East Lancashire Service Directory

East Lancashire Services Only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
Lancashire County Council Hospital weekend and bank holiday	01254 732411 / 01254 732367 7 day social work in operation	YES	Social Care Workers are working with the Complex Case Managers each Weekend and Bank Holiday 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.

East Lancashire Services Only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
social work team:	Working every day except Christmas Day – based at Unity House RBH		
Age UK Hospital Aftercare Service (HAS)	7 days a week including Bank Holidays from 9am – 5pm 01282 436414 or 01254 734526	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.
Integrated Community Team	Pendle 01282 731037 Burnley 01282 644465 Hyndburn 01254 232061 Ribble Valley & Out of Hours 01200 413521 Rossendale Locality 01706 253425	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-manage long term conditions and prevent avoidable hospital admission Services and treatments provided are: Prevent unnecessary hospital admission / facilitate early discharge Advanced Practice Non-Medical prescribing Long Term Complex Condition Management e.g. - Heart Failure, COPD, Diabetes Case Management, End Of Life Care, Complex Wound Care, Leg ulcer Management Catheter Care / Management, Management of Continence, Medication administration Rehabilitation, Holistic Nursing Assessments / Fully-funded Continuing Health Care Screening, Support for patients undergoing chemotherapy / radiotherapy
Integrated Therapy Team	Monday – Friday from 8.00am to 8.00pm , weekends and BH 10 am – 6 pm	NO	From 1st April 2015, the Community Integrated Therapy Teams in Burnley, Pendle, Rossendale, Hyndburn and Ribble Valley are extending their working hours, Monday – Friday from 8.00am to 8.00pm Week-ends and Bank Holidays (except Easter Sunday and Christmas Day) there will be a core team working from Accrington Victoria Hospital, 10.00am – 6.00pm. The core purpose of the teams within these extended hours is

East Lancashire Services Only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
	<p>Burnley Team; 01282 805609 Pendle Team; 01282 804999 Rossendale Team; 01254 736330 Hyndburn Team; 01254 358008 Ribble Valley Team; 01200 449037 (all these numbers are diverted for weekend and BH so dial any at weekend and BH)</p> <p>Note: Service Unavailable Christmas Day</p>		<ul style="list-style-type: none"> • Triaging and prioritising referrals • Responding to emergency visits or enquiries which may prevent un-necessary admission to hospital or care homes • facilitate timely discharge from hospital back home <p>Referrals will be accepted via the telephone. There is an integrated therapy mailbox for electronic referrals to all team - IntegratedTherapy.Referrals@elht.nhs.uk</p>
<p>Intermediate Care Allocation Team (ICAT)</p>	<p>Please note that this service operates Monday to Sunday 7:30 am till 10 pm For further information Tel 01282 731240 01282 805989</p>	<p>NO</p>	<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 individuals. It is a multi-disciplined resource for you to ask: "What are the intermediate care options available</p>

East Lancashire Services Only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
			<p>to meet this person's needs at this time?" 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.</p> <p>The service is based within the East Lancashire Hospital Trust</p>
Lancashire County Council Social Services	Emergency Duty Team 0845 602 1043 0300 123 6720	YES	Providing support for social care assessments. / MH Act 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 NOT Bank Holidays	Non urgent wound care management. Accessible on Saturday mornings but not Bank Holidays or Sunday.
IHSS (Intensive Home Support Service)	01282 805989	YES	<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 IHSS 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</p> <p>7.30-10.00pm Monday to Sunday</p>
Wound Care Team	01282 644075 8.30am – 5.00pm OOH 01282 644462 5.00pm-10.00pm. NHS	YES	<p>Domiciliary service in Burnley, Rossendale and Hyndburn.</p> <p>Out of Hours service provided by District Nurses team, not Wound Care Team.</p>

East Lancashire Services Only

Service	Service Times and contact details where applicable	Access at weekends and Bank Holidays	Description.
	111 10.00pm – 8.30am.		

NHS 111 Directory of Services (DoS)

The DoS can be used for three main purposes, these are:

1. **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.
2. **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.
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.

The service is accessible to all health economy partners.

To register for an account go to

<https://nww.pathwaysdos.nhs.uk/>

and click 'Request new account.'

What to Access When



Pharmacy Opening Times – Christmas / New Year Period

Blackburn with Darwen		
Holiday	Pharmacy	Opening times
Christmas Eve (Thursday 24th December)	All Pharmacies will be open Christmas Eve, however closing times may vary. Please contact your local pharmacy for more details.	
Christmas Day (Friday 25th December)	4Court Pharmacy, Blackburn Service Station, Whalley, Banks, Blackburn, BB2 1NT - 01254 677447	11:00 - 19:00
	Audley Late Night Pharmacy, 114-116 Audley Range, Blackburn, BB1 1TG - 01254 263322	14:00 - 23:00
	Beehive Pharmacy, Beehive Trading Park, Haslingden Road, Blackburn, BB1 2EE - 01254 53585	11:00 - 23:00
	Market Street Pharmacy, 29-31 Market Street, Darwen, BB3 1PS - 01254 873977	10:00 - 14:00
	Riaz Pharmacy, 112 Randal Street, Blackburn, BB1 7LG - 01254 674000	11:00 - 21:00
	Whalley Range , 1 Whalley Range, Blackburn, BB1 6DX - 01254 54988	10:00 -20:00
Boxing Day (Monday 28th December)	4Court Pharmacy, Blackburn Service Station, Whalley, Banks, Blackburn, BB2 1NT - 01254 677447	11:00 - 19:00
	Asda Pharmacy, Lower Audley Retail Park, Grimshaw Park Road, Blackburn, BB2 3DY - 01254 292710	09:00 - 18:00
	Audley Late Night Pharmacy, 114-116 Audley Range, Blackburn, BB1 1TG - 01254 263322	14:00 - 23:00
	Beehive Pharmacy, Beehive Trading Park, Haslingden Road, Blackburn, BB1 2EE - 01254 53585	11:00 - 23:00
	Boots, Unit B2, Townsmoor Retail Park, Great Bolton Street, Blackburn, BB2 3RX - 01254 696620	10:00 - 18:00
	Market Street Pharmacy, 29-31 Market Street, Darwen, BB3 1PS - 01254 873977	10:00 - 18:00
	Morrisons Pharmacy, Morrisons, Store , Railway Road, Blackburn, BB1 5AZ - 01254 262159	09:00 - 17:00
	Riaz Pharmacy, 112 Randal Street, Blackburn, BB1 7LG - 01254 674000	11:00 - 21:00
	Superdrug Pharmacy, 3,5 & 7 Stonybutts, Blackburn Shopping Centre, Blackburn, BB1 7JD - 01254 674909	09:00 - 17:30
	Tesco Pharmacy, Hill Street, Blackburn, BB1 3HF – 01254 739547	09:00 – 18:00
Whalley Range , 1 Whalley Range, Blackburn, BB1 6DX - 01254 54988	10:00 - 20:00	

Blackburn with Darwen

New Year's Eve (Thursday 31st December)	All Pharmacies will be open New Year's Eve, however closing times may vary. Please contact your local pharmacy for more details.	
New Year's Day (Friday 1st January)	4Court Pharmacy, Blackburn Service Station, Whalley, Banks, Blackburn, BB2 1NT - 01254 677447	11:00 - 19:00
	Asda Pharmacy, Lower Audley Retail Park, Grimshaw Park Road, Blackburn, BB2 3DY - 01254 292710	10:00 - 18:00
	Audley Late Night Pharmacy, 114-116 Audley Range, Blackburn, BB1 1TG - 01254 263322	14:00 - 23:00
	Beehive Pharmacy, Beehive Trading Park, Haslingden Road, Blackburn, BB1 2EE - 01254 53585	11:00 - 23:00
	Aston Pharmacy, 95 Accrington Road, Blackburn, BB1 2AF – 01254 680133	10:00 - 13:00
	Boots, Unit B2, Townsmoor Retail Park, Great Bolton Street, Blackburn, BB2 3RX - 01254 696620	08:00 - 17:00
	Market Street Pharmacy, 29-31 Market Street, Darwen, BB3 1PS - 01254 873977	10:00 - 18:00
	Riaz Pharmacy, 112 Randal Street, Blackburn, BB1 7LG - 01254 674000	11:00 - 21:00
	Whalley Range , 1 Whalley Range, Blackburn, BB1 6DX - 01254 54988	10:00 - 20:00

East Lancashire

Holiday	Pharmacy	Opening times
Christmas Eve (Thursday 24th December)	All Pharmacies will be open Christmas Eve, however closing times may vary. Please contact your local pharmacy for more details.	
Christmas Day (Friday 25th December)	Accrington Late Night Pharmacy, 188 Blackburn Road, Accrington, BB5 0AQ - 01254 351111	10:00 - 20:00
	Barkerhouse Pharmacy, 102 Barkerhouse Rd, Nelson, BB9 9EU - 01282 612140	11:00 - 14:00
	St Peter's Pharmacy, St Peter's Centre, Church Street, Burnley, BB11 2DL - 01282 644528	18:30 - 20:00
	Oswaldtwistle Pharmacy, 300 Union Road, Oswaldtwistle, Accrington, BB5 3JD - 01254 399898	07:30 - 22:30
Boxing Day (Monday 28th December)	Accrington Late Night Pharmacy, 188 Blackburn Road, Accrington, BB5 0AQ - 01254 351111	10:00 - 20:00
	Asda Pharmacy, Corporation Street, Colne, BB8 8LU - 01282 870156	07:00 - 00:00
	Asda Pharmacy, Princess Way, Burnley, BB12 0EQ - 01282 838177	09:00 - 18:00
	Asda Pharmacy, Hyndburn Road, Accrington, BB5 1QR - 01254 306410	09:00 - 18:00
	Asda Pharmacy, St Marys Way, Rawtenstall, BB4 8EL - 01706 242410	09:00 - 18:00
	Boots, 15-19 Castle Street, Clitheroe, BB7 2BT - 01200 422569	10:00 - 16:00
	Oswaldtwistle Pharmacy, 300 Union Road, Oswaldtwistle, Accrington, BB5 3JD - 01254 399898	07:30 - 22:30
	Sainsburys Pharmacy, Active Way, Burnley, BB11 1BS - 01282 423998	10:00 - 16:00
	Superdrug Pharmacy, 20 Cornhill, Accrington, BB5 1EX - 01254 382192	10:00 - 16:00
	Tesco Instore Pharmacy, Queen Street, Great Harwood, BB6 7AU - 01254 897847	09:00 - 18:00
	Tesco Instore Pharmacy, Centenary Way, Finsley Gate, Burnley, BB11 2HE - 01282 809847	09:00 - 18:00
	Tesco Pharmacy, Haslingden Road, BB4 6LY - 01706 892847	09:00 - 18:00
	Tesco Instore Pharmacy, Wyre Street, Padiham, Burnley, BB12 8DQ - 01282 809247	09:00 - 18:00
	Tesco Instore Pharmacy, Bury Road, Rawtenstall, BB4 6DD - 01706 892647	09:00 - 18:00
	Tesco Instore Pharmacy, 2 Eagle Street, Accrington, BB5 1LN - 01254 739847	09:00 - 18:00

New Year's Eve (Thursday 31st December)	All Pharmacies will be open New Year's Eve, however closing times may vary. Please contact your local pharmacy for more details.	
New Year's Day (Friday 1st January)	Accrington Late Night Pharmacy, 188 Blackburn Road, Accrington, BB5 0AQ - 01254 351111	10:00 - 20:00
	Asda Pharmacy, Princess Way , Burnley, BB12 0EQ - 01282 838177	10:00 - 18:00
	Asda Pharmacy, Hyndburn Road, Accrington, BB5 1QR - 01254 306410	10:00 - 18:00
	Asda Pharmacy, St Marys Way, Rawtenstall, BB4 8EL - 01706 242410	10:00 - 18:00
	Oswaldtwistle Pharmacy, 300 Union Road, Oswaldtwistle, Accrington, BB5 3JD - 01254 399898	07:30 - 22:30
	Sainsburys Pharmacy, Active Way, Burnley, BB11 1BS - 01282 423998	10:00 - 17:00
	Sainsburys Pharmacy, Windy Bank, Colne, BB8 9HY - 01282 663609	10:00 - 17:00

On call arrangements

Directors and Senior Managers - ON CALL ARRANGEMENTS

Clinical Commissioning Groups
Pennine Lancashire CCGs On-Call Rota (incorporating NHS East Lancashire and NHS Blackburn with Darwen CCGs) Contact Number 01254 263555 (ELHT HOLDS COMMISSIONERS ROTA)
East Lancashire Hospitals NHS Trust
Contact Number 01254 263555
ELMS (East Lancashire Medical Services) – Out of Hours Provider
Contact Number 01254 752100
Lancashire Care Foundation Trust (LCFT)
IN HOURS – 01772 695300 (LCFT Switchboard) OUT OF HOURS – 01772 716565 (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.
NWAS (North West Ambulance Service)
Regional Control Desk Number 0345 113 0099