

## **Urgent Response**

|  | Who is the Urgent Response service for?   |
|--|---|
|  | <ul> <li>The service is for:</li> <li>people who are 18 years old and over and live in Southwark</li> </ul> |
|  | <ul> <li>people with a medical problem that is<br/>the same all day</li> </ul>                              |
|  | <ul> <li>people who live at home or at a care home</li> </ul>   |
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|                  | The Urgent Response service:  |
|------------------|---|
| NO23<br>Hospital | <ul> <li>stops you from going to hospital or<br/>Accident &amp; Emergency</li> </ul>                  |
|                  | <ul> <li>stops your health from getting worse</li> </ul>  |
|                  | <ul> <li>stops a social crisis</li> </ul>   |
|                  | <ul> <li>stops you from needing to get<br/>emergency support at a care or<br/>nursing home</li> </ul> |
|                  | <ul> <li>helps you to leave a ward at<br/>Accident and Emergency</li> </ul>                           |

| 2000  | When is the Urgent Response service open?                          |
|---|--|
| 8:30<br>11 12 1<br>9 3<br>8 7 5 4<br>8:30<br>11 12 1<br>9 3<br>8 7 6 5<br>10 12 1<br>9 3<br>8 7 6 5<br>6:00 | The service is open from <b>8.30am</b> to <b>6pm.</b>              |
| Monday<br>Tuesday<br>Wednesday<br>Thursday<br>Friday<br>Saturday<br>Sunday                                  | 7 days a week  |
| $ \begin{array}{c} 11 & 12 & 1 \\ 10 & 12 \\ 9 & 3 \\ 8 & 7 & 5 \\ 8 & 30 \\ \end{array} $                  | Care and support is provided from <b>8.30am</b> to <b>9.30pm</b> . |
| Monday<br>Tuesday<br>Wednesday<br>Thursday<br>Friday<br>Saturday<br>Sunday                                  | 7 days a week  |

| 2000   | How can you use the Urgent Response service?         |
|--|--|
| Monday<br>Tuesday<br>Wednesday<br>Thursday<br>Friday<br>Saturday<br>Sunday                       | You can start using the service, 7 days a week.      |
| 8:30<br>11 12 1<br>10 2<br>9 3<br>8 7 5<br>8:30<br>11 12 1<br>10 12<br>9 3<br>8 7 6<br>5<br>6:00 | From <b>8.30am</b> to <b>6pm</b> .                   |
|  | Only medical staff can help you to use this service. |
|  | They must call <b>020 3049 5751.</b>                 |