

# Community React Team

Information for GPs and other Health Care Agencies

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## Introduction

Community React Team (CRT) is a responsive service dealing with rapid issues requiring response within two hours. The team comprises of different services whose aim is to reduce hospital admissions, ensuring patients are cared for at their place of residence. Referrals are made via clinical triage telephone 481221.

## Hospital at home

Hospital at home is one arm of CRT, it is a dedicated multi-disciplinary team consisting of Occupational therapists (OT)/physiotherapists and nurses providing rapid, same day holistic care in a community setting, aiming to prevent hospital admissions and facilitating early discharges from hospital.

The team receives referrals from various other services, including hospital, GP, Community matrons, out of area hospitals, advanced clinical practitioners, and district nurses.

As a team we provide various interventions:

- Intravenous Antibiotics
- Provision of equipment
- Administration of vitamin K
- Administration of sub cutaneous fluids
- Provision of support /care
- Venepuncture
- Investigations
- Monitoring of observations

## Health Outreach and Inclusion Service (HOIS)

The Health Outreach and Inclusion Service (HOIS) provide care to the most vulnerable communities in society, and support both individuals and families. These groups include: vulnerable migrants, the homeless, sex workers and the gypsy and travellers' communities.

These groups often have difficulty in accessing services. HOIS ensure that health care needs are met within these vulnerable groups. The service offers screening for Blood Borne Viruses (BBVs) and Tuberculosis (TB), Clinic in a box and screening for sexually transmitted infections (STIs). The service is delivered at numerous locations within the community including patients' homes, clinics and anywhere where support may be required for our vulnerable groups. This also includes out-of-hours night shelters and on the street when dealing with homeless clients.

## Community Respiratory Team

The Community Respiratory Team offers a multi-disciplinary team approach to management of chronic obstructive pulmonary disease (COPD), Interstitial Lung Disease (ILD) and Bronchiectasis throughout the Ashton, Leigh, and Wigan Borough.

The team consists of Specialist Nurses, Physiotherapists and Occupational Therapists. The service provides advice, information, treatment initiation, long-term management, and support services for adults with a confirmed respiratory diagnosis, and their families. We offer a screening service for all patients who meet the referral criteria, including non-respiratory patients.

We also case-manage patients who are prescribed oxygen, working in conjunction with the Hospital Oxygen Service at WWL.

## Advanced clinical practitioners (ACPs)

Advanced clinical practitioners (ACPs) are able to assess/diagnose and treat a variety of presentations in order to help keep patients at their place of residence and reduce hospital admissions.

Inclusive presentations are:

- Urinary tract infection
- Chest infection or pneumonia
- Carer stress
- Pain affecting mobility
- Cellulitis and rashes
- Exacerbation of chronic obstructive pulmonary disease (COPD)

## Clinical Triage Team

### **7 day service from 8am to 8pm**

Clinical Triage is a central hub within the Community React Team, which comprises of clerical staff and nurses with a variety of skills and backgrounds. The team strive to liaise with other professionals from health and social care, also north west ambulance service (NWAS), to prevent admission. Each referral is individually triaged to identify existing problems and then staff use knowledge and skills to forward the referral appropriately. The purpose of the triage team is to aim for admission avoidance and work closely with secondary care to facilitate safe discharge. The team triage a wide variety of referrals, e.g. IV antibiotics; community therapy and community matrons but this list is not exhaustive. The team take referrals from all areas, including self-referrals. The team have a vast knowledge of what is available locally and can signpost patients in the right direction. Clinical triage also does follow up telephone calls for patients discharged from hospital on pathway 0/1 which is patients seen as requiring no or little community input.

We are heavily involved with NWS and take referrals from NWS to try and stop hospital admission. Our current admission avoidance rate is 96%

### **Blood Transfusion Team**

The blood transfusion Team are a small team of experienced nurses who carry out home transfusions for patients who cannot attend the planned investigation unit (PIU) at Royal Albert Edward Hospital (RAEH). It is a Monday to Friday service which runs 8am until 5pm. Their referrals are generated from the hospital, the patient needs to be under a consultant for this service. They carry out whole blood and platelet transfusions. They also carry out regular group and save samples to improve patient care by reducing the number of visits for different interventions. The team have increased their home transfusions over the past 12 months and often carry out 14 transfusions a week.

### **Evenings and Nights**

Are an unscheduled care community service providing an on the night response borough wide to patients in receipt of end of life care; patients with multiple long term conditions and health needs that are in crisis; and also some district nurse evening response for patients requiring intervention.

Please use this space to write notes or reminders.

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website: <https://www.wwl.nhs.uk>

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This leaflet is also available in audio, large print, Braille and other languages upon request. For more information please ask in the department/ward.

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