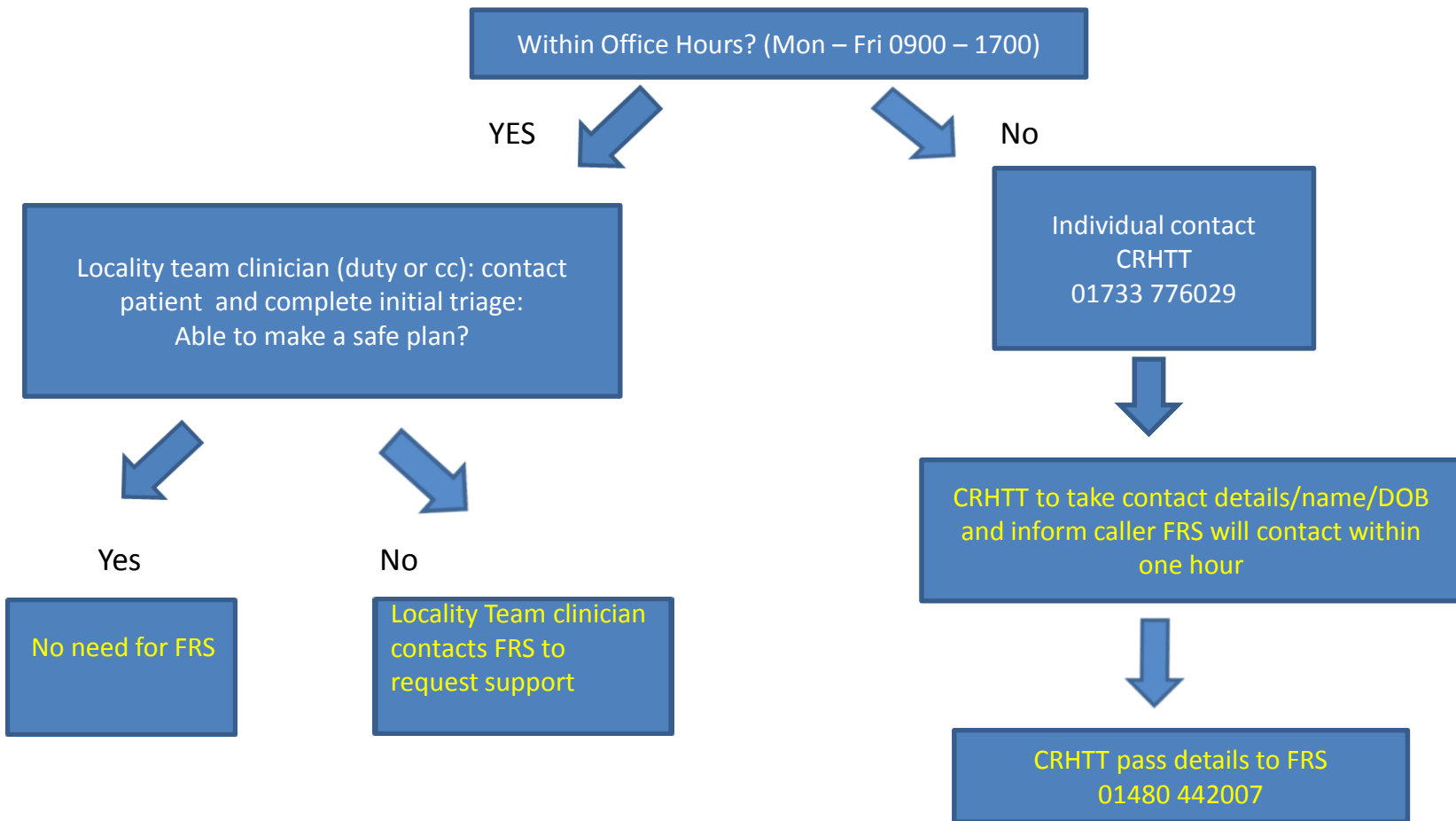


Patients who **cannot** access FRS via 111#2 – Wisbech – **ANY AGE**



What to expect from First Response Service (FRS):

- Telephone Triage first for all patients (please do not promise face to face assessment in first instance)
- Face to face assessment arranged rapidly if needed
- We can see high risk patients rapidly to avoid A&E
- We will feed back about your patients contacting us

What we Request from CPFT locality teams:

- A clinician to contact the service user and try to agree a safe management plan before referral to FRS
- Clinician to contact FRS if you need us to help (speak to the system wide coordinator) – don't just tell patient to call us
- Do call if you have a patient in crisis and you can't get to them. We will help if we can!