

They may issue walking aids if required and train you to use them and may recommend further community mobility programmes. The occupational therapist may assess day to day functional activities, including personal care. They may refer you on to social services teams and/or rehabilitation teams if this would be beneficial. They may recommend functional aids (e.g. long-handled reachers) or provide information about community services or pendant alarms.

What will happen in the clinic?

A nurse will greet you and take your details – let her/him know about any problems or worries you may have. A nurse will also take some observations e.g. blood pressure. You will then be seen by the doctor who will take the history of your problems.

The doctor will carry out a medical assessment and review and plan any further investigations. If required, you will then be seen by the occupational therapist and physiotherapist.

Please be prepared to stay a few hours – this is to enable us to carry out some of the investigations that

may be required on the day you attend saving you unnecessary return visits. It also ensures the most appropriate treatment can be decided upon without delay.

You can bring a friend, relative or carer with you if you wish to.

If you are referred for a blood transfusion, you will be at the clinic all day. If you are unable to sit in a comfortable armchair for several hours, please let the clinic know before you attend.

What you need to bring with you:

- Any medication that you take
- Your usual walking aid(s)
- A light lunch

What happens next?

Your GP will receive a letter informing them of the action taken and any follow up required.

For more information about the Trust, visit our website
www.royalberkshire.nhs.uk

ELD_1031 Lenon Mashingaidze/ Sushma Pradhan
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Royal Berkshire
NHS Foundation Trust

Rapid Assessment Clinic for Older People (RACOP)

Rapid Assessment Clinic for Older People (RACOP) is a service which treats older people who need to be seen urgently, to try and prevent hospital admission.

What do RACOP do?

We see people as outpatients who have been referred by GP, community matron and A&E requiring further investigations and / or assessments. We also provide a blood transfusion service.

We aim to deliver a high standard of care whilst providing support and information for patients, relatives and carers.

The clinic will contact you directly to organise a day to come in. We aim to book you in 24-48 hours from receiving the referral on week days. Blood transfusions may take longer.

RACOP contact telephone number:
0118 322 6547.

This has an answerphone service which we reply to every day.

Where we are

RACOP clinic is located in the Battle Block Outpatients and Therapies Department on level 1 of Battle Block with lift access.

How to find us from the main entrance

From main reception on level 2 walk down the corridor to the Welcome Desk and turn right. Walk down the stairs. You are now in Eye Block. Walk through Eye Block into Battle Block and head for the lifts in the centre of the block. Take a lift down to level 1 – Battle Block Outpatients and Therapies is immediately on your left (opposite Whitley Ward).

It is a long walk from reception, so if you would like the buggy to take you from reception, please let them know.

Transport

The hospital is served by several local bus services.

The multi-storey car park has disabled parking on level 2.

If necessary, ambulance transport can be arranged via your GP surgery – ambulance transport is for people who cannot get a lift or taxi. Please take into account that ambulances will prioritise emergencies and so you may have to wait some time for transport.

Facilities

We advise you to bring a packed lunch with you when you attend. There is a conservatory / café on the ground floor of Battle Block where refreshments may be purchased.

Assessing your needs:

Care is provided by a team of specialists. The clinic is led by a consultant or specialist registrar in care of the elderly medicine. There is a nurse, occupational therapists and physiotherapists with specialist knowledge of older people, and administration staff. The team work closely together to ensure that we meet your needs. We will work with you to decide how we can give you the most appropriate intervention and support.

The doctor will discuss with you your medical condition and plan treatment and any further investigations.

The nursing staff will carry out observations and support you and your carer during your visit.

The physiotherapist may assess your gait and mobility, including transfers.