

An 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.

The doctor will then see you and take the history of your problems.

The doctor will carry out a medical assessment and review and plan any further investigations. If required, an occupational therapist or physiotherapist will also talk to you.

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 agreed without delay.

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

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), hearing aids and glasses.

What happens next?

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

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RACOP, October 2023

Next review due: October 2025



Royal Berkshire
NHS Foundation Trust

Rapid Assessment Clinic for Older People (RACOP)

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

What do RACOP do?

We see people requiring further investigations, assessments and treatments, who have been referred by a GP, community matron or other community practitioner, or have been transferred from the acute medical unit (AMU) or the emergency department (A&E).

The service functions as a 'same day assessment unit' and we aim to deliver a high standard of care while 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 weekdays. Patients requiring blood transfusions may take longer.

The RACOP telephone number is: 0118 322 5220 or 0118 322 5218.

Where we are

RACOP clinic is on level 1 in Centre block, within the Short Stay Unit, also known as Same Day Emergency Care (SDEC).

Transport

Local bus services to the hospital are frequent. Visit www.reading-buses.co.uk or use the Reading Buses app to find more information.

The multi-storey car park has disabled parking on levels 0 and 2, but please be aware that spaces are limited, so allow plenty of time to find a parking space.

If necessary, we can arrange ambulance transport. 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.

Please let us know if you need transport when we call you to book an appointment.

Facilities

Drinks and sandwiches are available on the unit.

The main hospital restaurant, offering hot meals and refreshments, is on level 1 in South Block.

Assessing your needs

Care is provided by a team of specialists. The clinic is led by a consultant or doctor specialising in the care of the elderly, with input from occupational therapists and other healthcare professionals, as necessary. The team works closely together to ensure that we meet your needs. We will work with you to decide how we can give you the most appropriate treatment and support.

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

Nurses will carry out observations and support you and your carer during your visit.