



East Suffolk and
North Essex
NHS Foundation Trust

Care Coordination Centre

24/7, 365 days a year

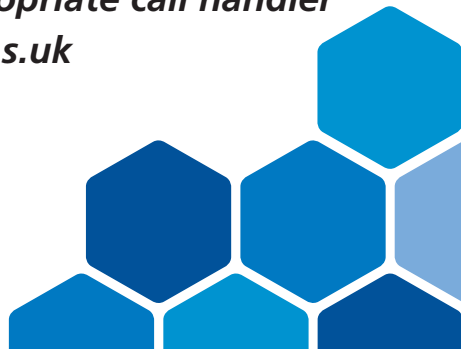
Referral centre for community services
in Suffolk and north east Essex

Care Coordination Centre
Constantine House
5 Constantine Road
Ipswich IP1 2DH

Tel: 0300 123 24 25

***Please listen to the options carefully to ensure your
call is directed to most appropriate call handler***

Email: suffolk.ccc@esnft.nhs.uk



What is the Care Coordination Centre (CCC)?

The Care Coordination Centre is a contact centre that provides 24/7 support for patients and referrers across Suffolk and some services in north east Essex.

We have a dedicated team of call analysts who have specialised training in referral management.



Services covered for Suffolk patients

Adult services (Suffolk)

- Bladder and Bowel Service
- Community Cardiac Rehab
- Community COPD
- Community Heart Failure
- Community Matrons
- Community Nurses
- Community Speech & Language Team
- Community Physiotherapy and Occupational Therapy
- EIT (Early Intervention Team) and APS (Admission Prevention Service) West
- Enhanced Support at Home
- Falls Prevention
- Long COVID Assessment Service
- Neuro physiotherapy (west Suffolk only)
- NMABS – COVID Delivery Medicine Unit (antiviral treatment for COVID positive patients who are high risk)
- Pulmonary Rehab
- REACT (Reactive Emergency Assessment Community Team – including nursing)
- Respiratory Physiotherapy (east Suffolk only)
- Stoma Nursing Service (east Suffolk only)

Paediatric services (Suffolk)

- Community Audiology
- Community Children's Service
- Community Nursing
- Community Occupational Therapy
- Community Physiotherapy
- Community Speech and Language



Services covered for north east Essex patients

Adult services (north east Essex)

- Long COVID Assessment Service
- NMABS – COVID Delivery Medicine Unit (antiviral treatment for COVID positive patients who are high risk)

Paediatric services (north east Essex)

- Long COVID Assessment Service

The Long COVID Assessment Service is for patients who have tested positive for COVID-19 and are experiencing ongoing issues after 12 weeks. Patients must be referred by their GP surgery.



Services not covered

Do not contact the CCC for the services below, please use the numbers listed:

- Allied Healthcare MSK – 0333 043 3966
- Child and Family Psychological Team – 01394 389200
- Community Dentistry – 01234 310223
- Community Podiatry – 01473 275204
- Conveens (Traci Franks) – 07920 100742
(for existing patients only, for new referrals please refer to the Bladder and Bowel Service)
- Customer First – 0808 800 4005
- Dermatology – 01473 704169
- Dietitians – East 01473 704000 or West 01284 748888
- DIST (Dementia Intensive Support Team) East Suffolk – 01473 891733 or 07852 769172
- DIST (Dementia Intensive Support Team) West Suffolk – 01284 733260
- Early Supported Discharge Stroke Team – 0345 504 5421
- Emotional Wellbeing Hub – 0345 600 2090
- FAB Team – 01473 702263
- HEARS Alarm Service – 01473 433236
- Learning Disabilities Team – 01473 237028
- Medequip – 01473 351805

- Mental Health Crisis Line – 0300 123 1334
- Paediatric Access and Assessment Team – 0300 123 1334
- Paediatric Bladder & Bowel – 0345 607 8866
- Stoma Nurse West Suffolk only – 01284 712872

Other useful numbers

- Anti-Coagulation/Warfarin Clinic
Ipswich – 01473 703228
West Suffolk – 01284 713085
- TENA – 0800 085 4907
To activate your delivery: Option 1
Enquiries: Option 3
- Macmillan Nursing – 0808 808 0000
- Marie Curie – 0845 056 7899
- Transport – 0300 999 6666



Frequently asked questions

Q. How do I contact the healthcare professionals directly?

- A. The CCC is the main point of contact for the healthcare professionals listed, we will pass on messages or try to put you through to the clinician you need to speak to. Please have the following patient details ready when you call – full name, date of birth and address. Please also note that if you have been contacted by a clinician and the number you are asked to call back on is 0300 123 2425, this will not take you through to a clinician, we will follow the above process.

If your call is not urgent and you have internet access, you can email us at suffolk.ccc@esneft.nhs.uk
Please ensure you provide your/the patient's full details and your contact number/email.

Q. What time will my visit be?

- A. Unfortunately no appointment times can be given and you may be seen any time between the hours of 8am and 6pm (unless told otherwise).

Q. Why has my day been changed for my visit and why was I not told ?

- A. The resources we have are limited. Due to the nature of the service and the types of calls we receive it sometimes means that your appointment date is changed. The clinicians will do their best to contact you.

Q. Can I order my bladder and bowel products through the CCC ?

A. To order your next delivery of products from this service you need to contact TENA to activate your delivery on 0800 085 4907 (choose Option 1).

If you need to speak to an advisor or a nurse, please call us and we will request this. If your products are no longer suitable, you will need to call or email us for a re-assessment with an advisor or nurse.

If you have access to the internet, you will find an electronic copy of this booklet at www.esneft.nhs.uk

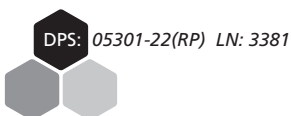
Please ask if you need this leaflet in an alternative format.

Issued by:

East Suffolk and North Essex NHS Foundation Trust

Care Coordination Centre, Constantine House, 5 Constantine Road, Ipswich IP1 2DH

www.esneft.nhs.uk



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