

# Rapid Response Dysphagia Service

## What can the rapid response service offer?

- Specialist Swallowing for patients with dysphagia in the community
- High risk patients seen within 2 working days from receipt of referral by Highly Specialist SLTs who have advanced competencies in managing dysphagia
- Proactive rather than reactive approach
- Smooth and efficient multi-disciplinary team pathways e.g. gastroenterology team, close liaison with GP's, home enteral feeding team
- Improve patient care experience and choice
- Admission avoidance
- Re-admission avoidance
- Countywide

## How to refer for assessment

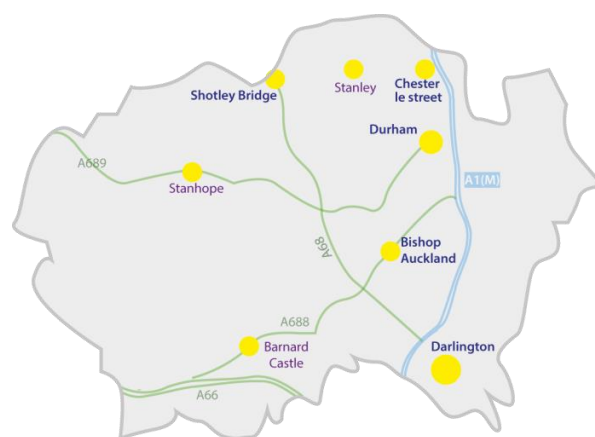
Referrals are accepted from all health care professionals, including care homes and self-referral.

Complete allied health professional direct (AHP) referral form available from Central Appointments office (see contact details)

Identify key risk factors for referral. Patient's with identified high risk factors for example, choking episodes, recurrent chest infections and weight loss, would be accepted by the rapid response dysphagia service.

Typical patients include: late stage dementia, rapidly progressing neurological conditions e.g. MND, MS, PD, HD.

Patients who still require a swallowing assessment, but do not meet high risk criteria, will be forwarded to the community speech and language therapy team, so that their needs can be met.



## How to contact us

**Speech and Language Therapy  
Departments Office hours:  
Monday-Friday 9am - 4.30pm**

University Hospital of North Durham  
**Telephone: 0191 3332591**

Darlington Memorial Hospital  
**Telephone: 01325 743152**

### Contact details



Central Appointments Bureau  
Speech & Language Therapy  
Bishop Auckland General Hospital  
Cockton Hill Road  
Bishop Auckland  
County Durham  
Tel: 01388 455200

### Please help us:

We need your comments, concerns complaints and compliments to deliver the best service possible. Please let us know by speaking to a member of our staff. We learn from your feedback and use the information to improve and develop our services.

If you would like to talk to someone outside the service contact the **Patient Experience Team** on **0800 783 5774**, or email [cdda-tr.PatientExperienceCDDFT@nhs.net](mailto:cdda-tr.PatientExperienceCDDFT@nhs.net).

We can make this information available in Braille, large print, audio or other languages on request.

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