



Urgent Community Response Team (UCRT)

Supporting admission avoidance across mid and south Essex

T: 0344 257 3951

Accessible 7 days a week, 52 weeks a year. Patients contacted/visited within 2hrs

Teams operating from 08:00hrs – 22:00hrs (referrals accepted 08:00hrs – 20:00hrs)

Inclusion criteria

- All patients must be registered with a GP within the mid and south Essex area (including temporary residents)
- Simple infections
- Minor illness and ailments
- Urgent (non-acute) medical requirements
- Falls / frailty / vulnerability
- Simple trauma related wounds
- Non-emergency respiratory conditions
- Exacerbation of long-term conditions
- Non-injury falls (assistance from the floor)
- Urgent bloods to guide diagnosis
- Non-routine catheter management
- Urgent provision of equipment i.e. commodes, walking frames & pressure relieving equipment
- Urgent social care crisis
- Urgent end of life crisis

Exclusion criteria

- Under 18 years of age
- Acute Medical Emergency (e.g. sepsis)
- Falls with suspected fracture or reduced consciousness
- Suspected trauma to head and on anticoagulant therapy

For mental health crisis please call 111 Option 2

You may have previously known this service by another name:
"SPOR" in Basildon and Brentwood
"ESDAAR" in mid Essex
"RRAS" in Thurrock
"SWIFT" in Southend, Castle Point and Rochford

It's still the same team, now called:
Urgent Community Response Team (UCRT) accessed by calling
0344 257 3951