

Integrated Falls and Bone Health Service

This leaflet explains the service provision offered by the Integrated Falls and Bone Health Service. If you have any further questions, please speak to a clinician caring for you.

What is the Integrated Falls and Bone Health Service?

The Integrated Falls and Bone Health Service (IFBHS) is a team that is comprised of a variety of health professionals with a special interest in Falls and Bone Health. Health professionals are primarily physiotherapists and occupational therapists working in conjunction with exercise facilitators and rehabilitation assistants.

It is an open access and self-referral service with the aim of reducing the risk of falls and fractures by providing the following:

- Clinics across Wandsworth.
- Falls and bone health assessments.
- A variety of weekly indoor and outdoor exercise classes in accessible community- based locations.
- 1:1 sessions where necessary.
- Home assessments where necessary.
- Onward referrals.
- Signposting to community exercise classes / social groups / support services.

Who can attend / receive the service?

We accept referrals from GPs, community services providers including the voluntary sector and self-referrals. Those eligible for the service must be:

- Residents with a Wandsworth GP or Wandsworth postcode.
- Those who have fallen in the last 12 months and / or are concerned about falling or their balance.
- Those who are usually independently mobile with / without an aid but are becoming unsteady.
- Those who have a diagnosis of osteopenia / osteoporosis or a previous fracture over the age of 50 resulting from low impact trauma.

What to expect

- When your referral has been received, a clinician will call you and ask some further questions.
- They will also check with you if we need to arrange an interpreter. You will be offered the choice to be accompanied for your assessment.
- You will be added to a waiting list before being booked in with a physiotherapist or occupational therapist.
- Your initial assessment will last for approximately an hour.
- Questions you may expect include those about your falls and bone health.
- The clinician will also review your blood pressure, muscle strength, range of movement, balance, medication and how you are managing around the home.
- Once we have completed your initial assessment, we will provide advice and recommendations on how you can reduce your own risk of falling and we may signpost you to other services.
- We will agree goals with you and these can be shared with your GP if you wish. We may provide you with a home exercise programme or refer you to one of our classes.

Where do I need to go?

Clinic venues are based at St John's Therapy Centre, St George's Hospital or Queen Mary's Hospital. We also provide home visits for those who are housebound. Following an initial holistic assessment, your clinician will advise on any follow up appointments or eligibility for our exercise classes. We offer transport to support patients to attend classes if they are deemed eligible. For clinics, we currently only offer transport to Queen Mary's Hospital .

How do I get here?

St John's Therapy Centre:

Coming by bus There are a variety of buses which bring you to St John's Therapy Centre: **219, 39, 337, 37** and **170**. Coming by train or tube Clapham Junction station is approximately a 17 minute walk away if you are an average speed walker.

St George's Hospital:

Bus routes **493** and **G1** enter the grounds of St George's Hospital while several other bus routes serve roads within a short walk of the hospital. Routes **44, 77, 270, N44** stop on Garratt Lane, routes **57, 131, 219** and **N155** stop on Tooting high street while routes **155, 264** and **280** stop on Blackshaw Road.

Low-floor, wheelchair accessible buses run on all routes.

Tooting Broadway underground station on the Northern Line is a ten minute walk from the main pedestrian entrance on Effort Street or a short ride on bus routes 493 or G1.

National Rail services from Tooting station are linked to the hospital by bus routes **44, 77, 264, 270, 280** and **N44**.

Queen Mary's Hospital:

Bus routes **72, 265, 493, 969** and **N74** stop directly outside Queen Mary's Hospital on Roehampton Lane. Routes **85, 170** and **430**

stop about 10 minutes from the hospital on Medfield Street.
Low-floor, wheelchair accessible buses run on all routes.

Tube, rail and tram links Hammersmith station, for District, Piccadilly and Hammersmith & City lines, are connected to Queen Mary's Hospital by bus route **72**. Barnes station, for National Rail services, is a short ride from the hospital on bus routes **72** or **265**. Richmond station (for District line, London Overground and National Rail) and Wimbledon station (for District line, National Rail and tram services) are both linked to the hospital by bus route **493**.

Does it cost anything?

There are no charges to access services. There may be parking charges should you choose to attend the clinic venues by car.

What do I need to bring with me?

Please bring a list of your current medications and any walking aids with you

Useful sources of information

[Integrated falls and bone health service - St George's University Hospitals NHS Foundation Trust \(stgeorges.nhs.uk\)](#)
[Falls - Prevention - NHS \(www.nhs.uk\)](#)
[Fall prevention for the elderly | Age UK](#)
[WATCH Lifeline - Wandsworth Borough Council](#)

Contact us

We work Mondays to Fridays 8am to 5pm. If you have any questions or concerns, please call us at **St John's** on **020 8725 8064** or at **Queen Mary's** on **020 8487 6170**.

You can also email us via Community.Therapy@StGeorges.nhs.uk for any messages or referrals for the Integrated Falls and Bone Health Service

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

Please contact PALS in advance to check if there are any changes to opening times.

The Walk-in and Advisory telephone services are closed on Wednesdays.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough wings.

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS UK

The NHS provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year.

Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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