

JET

Joint Emergency Team



A two- to four-hour response service for urgent, but non life-threatening conditions

0300 123 999 6

7am-8pm, seven days a week

Please note: referrals are accepted from clinicians, residential/nursing homes

Updated November 2018

A member of Cambridge University Health Partners

What our patients say:

"I was very impressed with their kind and compassionate manner. They were a friendly, but professional team which reassured me that my husband was being well looked after. They carried out a thorough and timely assessment, which gave me confidence that he was in good hands at a time when we both felt very vulnerable and frightened"

A carer following a visit from JET

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Our mission statement

"JET provides an acute health response supporting patients over 18 years old to stay at home safely, who are otherwise at risk of being admitted to an acute hospital unnecessarily".

Leaflet updated December 2018
Leaflet review date: December 2019

For more information

HQ Elizabeth House, Fulbourn Hospital,
Cambridge CB21 5EF.
T 01223 219400 F 01480 398501

www.cpft.nhs.uk

What is JET

JET is an urgent two- or four-hour response service that supports people over the age of 18 with a long-term condition in their home environment when they become very unwell and need urgent care, but do not need to go to hospital.

Initial contact to JET will be via our triage Centre which is based in 111. A team of experienced band 6 and 7 clinicians will complete a triage with the referrer to ensure they meet criteria. A response time frame will be agreed.

The team of paramedics and nurses will then carry out an advanced holistic clinical assessment. A treatment plan will be formulated in conjunction with the patient and referrer.

The referral must meet the JET criteria. If it is outside the criteria, then JET triage will be able to signpost to alternative services within the community such as a Neighborhood Team, social services, ICT, or specialist services.

Referral criteria

- Any patient over 18 years old with a long-term condition
- Registered with a Cambridgeshire or Peterborough GP
- Living in their usual place of residence or care home

How we can help

- Falls
- Reduction in mobility
- Acute exacerbation of chronic health issues such as COPD and Parkinson's disease
- Chest infections and UTIs (not requiring IVs)
- Acute wound care (not requiring stitching)
- Urgent equipment needs – assessment by JET therapy for admission avoidance
- Access to rehabilitation units within the community setting - must meet unit admission criteria.

JET will provide access for up to two weeks' intermediate care in the patient's own home

Where we cannot help

- Acute medical emergencies such as CVA, MI, GI bleed, acute abdomens, seizures or head injury on warfarin
- Fractures
- Falls where a referral to the JET service is inappropriate
- Intravenous fluids or antibiotics
- Social care crisis (with no health needs)
- Acute mental health needs including respite beds, drug and alcohol misuse.

Referral criteria

Referrals are accepted from:

- GPs
- Paramedics
- 999 clinical triage
- 111 clinical triage
- Health care professionals such as district nurses, mental health professionals, therapists and social care professionals.
- Residential/nursing homes.

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For more information about JET please visit www.cpft.nhs.uk or call the Patient Advice and Liaison Service on 0800 376 0775 or 01223 219444.