



integrated working

West Suffolk Integrated Fracture Liaison Service (WS FLS)

The West Suffolk Fracture Liaison Service pro-actively case finds people who are registered with a West Suffolk GP who have experienced a low impact fracture e.g. from a slip, trip or fall (fragility fracture).

Patients with a fragility fracture:

The nurses running the service will book an appointment to visit all over 75s following their fracture and offer them:

- A bone health assessment, medication compliance support and healthy life-style advice
- A falls prevention assessment with onward referrals and advice as appropriate
- Patients aged 50 -75 years - the WS FLS will make contact with patients following their DEXA scan to ensure they are tolerating their bone health medication and to offer health and well advice.

The service is co-ordinated by 2 specialist nurses:

- Nicola Burrows – 01284 718261 (Hardwicke House, Siam, Long Melford, Victoria, Guildhall & Barrow, Botesdale, Stanton & Hopton, Clare, Woolpit, Glemsford)
- Ann Hunt – 01284 718260 (Angel Hill, Market Cross, Mount Farm, Swan, White House, Brandon MC, Forest Group, Lakenheath, Oakfield, Orchard House, Rookery Medical Centre, Wickhambrook, Christmas Maltings, Christmas Maltings & Clements, Stourview)

If you would like any further information please contact the nurses on the above numbers.

Patients who have had a fall and no fracture:

For patients that have experienced a fall without fracture, and you are concerned about their level of mobility, confidence levels, use of walking aids etc. – please refer to the Care Co-ordination Centre in the normal way:

- Tel: 0300 123 2425
- Fax: 01473 276470/1/2/3/4

The above information is available in poster form here:

- [West Suffolk Integrated Fracture Liaison Service](#)
- [Integrated Fracture Liaison Service \(IFLS\) Process Map](#)



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There is a NOS Support Group which meets 4 times a year in Bury St Edmunds. It has a varied programme and likes to offer support and information for people with osteoporosis in Suffolk. Contact telephone number is 0785256 4482 for anyone that would like more information. You may consider sign-posting your patients to the following agencies for either practical or psychological support:

- Suffolk Family Carers – www.suffolkfamilycarers.org
- Age UK Suffolk - www.ageuksuffolk.org
- Suffolk Careline – for advice regarding personal alarms, 24hr carers available to respond to a personal alarm, telecare sensors – www.suffolkcareline.com or 08456007724
- Orbit Handyvan service – minor repairs and adaptations – the general public can self-refer – www.orbiteast.org.uk or Freephone – 0800 121 7711
- PoppyCalls Handyvan service (British Legion run service) – 08457 725 725
- Sensing Change – helping people with sight and hearing loss – www.sensingchange.org.uk