

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Out of Hours Directory of Services	Doc. No.	IT115
Scope	IT Department		
Purpose	To ensure information on the Directory of Services is maintained with up to date information for the transfer of patient records from the NWSAS 111 service.		
GUIDELINES	<p>The Directory of Services (DOS) is used by the NHS 111 service to receive detailed information about the services offered by Out of Hours and other NHS organisations. Health Advisors using a built in DOS to direct the patient journey from the pathways system. Within the DOS opening times, dispositions and patient transfer instructions need to be updated for the Liverpool, Knowsley and Halton area.</p>		
PROCEDURE		RESPONSIBILITY	
1.	To load the Directory of Services (DOS) enter the following link into the Internet browser. https://nww.pathwaysdos.nhs.uk/	IT Department	
2.	<p>The screen will then request a username and password in order to gain access to the DOS. Usernames and passwords are supplied by the DOS team from the Liverpool CCG.</p> <p>If it's a new account make sure access is granted to all of the supporting CCGs.</p>	IT Department	
3.	Once you log onto the DOS you will then be presented with services supported by your organisation. To view the service click on the service name.	IT Department	
4.	The home page for the service will then display. There are five tabs which can be altered Demographic Details, Capacity Status, Clinical Details, Endpoint Details and Change History.	IT Department	

5.	<p>The Demographic screen allows the user to change the contact details, opening times, and referral and disposition instructions. These are the details the NHS 111 Health Advisors see when looking to transfer the patient from Pathways into the Out of Hours system.</p> <p>To edit the instruction on this page click the pencil next to the area to be edited. You will then be presented with a new page which allows the edits to take place. Once you have completed the changes click on the save button to complete the changes.</p>	IT Department
6.	<p>The Capacity Status screen allows the user to alter the capacity of the service. There are three options Green, Amber and Red. Changing the capacity highlights to the NHS 111 staff whether the Out of Hours service is running at full capacity.</p>	IT Department
7.	<p>The Clinical Details screen allows the user to alter the dispositions that the service accepts. Each disposition is represented by a DX code that is linked to the Adastra clinical system. All Dispositions need to be accepted by the Medical Director from UC24.</p>	IT Department
8.	<p>The Endpoint Details screen allows the user to alter the link details between the NHS 111 system and the Out of Hours system. These links details need to be maintained in order to allow cases to be electronically transferred into the out of hours Adastra system.</p>	IT Department
9.	<p>The Change History screen shows the user all of the recent changes that have been made. Some changes require approval from a senior member of the staff from the Directory of Services team.</p> <p>If any changes have been made that you are not aware of, you can review the changes on this tab.</p>	IT Department
10.	<p>If you require any further assistance on the DOS please contact the DOS team at Informatics Merseyside on 0151 296 7777 or contact Jayne Hulme by email on Jayne.Hulme@liverpoolccg.nhs.uk</p>	IT Department



Urgent Care 24

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Title	SOP IT115 Out of Hours Directory of Services	Doc. No.	IT115
Version	V4		
Approving Managers/Committee			

Date Ratified			
Department of Originator		Head of IT	
Responsible Executive Director			
Responsible Manager/Support			
Date Issued		10/11/2015	
Review Date		November 2016 or when there is a change in the process.	
Target Audience		IT Department	
Version	Date	Control Reason	Accountable Person for this Version
Reference documents		Electronic Locations	Locations for Hard Copies
		Urgent Care 24 Intranet / SOPs / Operations section	Standard Operating Procedures File in the Call Centre.
<p>Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.</p>			