

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                 |              |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------|--------------|
| <b>Title</b>      | <b>Home Visit Record Log, Daily Car Checks and Vehicle Log Sheets</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | <b>Doc. No.</b>                                                                                 | <b>OP042</b> |
| <b>Scope</b>      | <b>Operational &amp; Clinical Directorates</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                 |              |
| <b>Purpose</b>    | <p>To ensure that all vehicle defects are recorded and necessary action is taken to rectify any faults.<br/>         To fall within government vehicle checks regulatory compliance.<br/>         To record all visits on shift.<br/>         To record mileage and reasons for vehicle use.</p> <p>To be read in conjunction with commencement of duty home visiting <b>SOP OP040</b>.</p>                                                                                                                                                                                                                                   |  |                                                                                                 |              |
| <b>Guidelines</b> | <p>All drivers must complete a vehicle check prior to the commencement of their shift and any defects must be reported to the shift manager or head of service who will record any defects and report them to the rota and logistics service manager.</p> <p>All drivers will record all visits undertaken on shift and complete the required information as per the 'Home Visit Record Log'.</p> <p>All drivers will record in the 'Vehicle Log Sheets' retained in each vehicle the mileage undertaken on each shift.</p> <p>All administrative staff who use the vehicles during the day will also complete the above.</p> |  |                                                                                                 |              |
| <b>PROCEDURE</b>  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | <b>RESPONSIBILITY</b>                                                                           |              |
| <b>1</b>          | <p>All drivers, when attending for duty, must check the designated vehicle assigned to them for that session and complete the 'Daily Car Check List' in accordance with this.</p> <p>The driver must complete and sign the 'Daily Car Check List' form once all checks have been complete and record any reasons why they have not performed a set task. Failure to do so could result in disciplinary action.</p>                                                                                                                                                                                                            |  | <p>Urgent Care 24<br/>           Driver /<br/>           Administrative<br/>           Team</p> |              |

|   |                                                                                                                                                                                                                                                                                                                                                                                          |                                                   |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
|   | Any defects must be reported to the shift manager or head of service if in-hours so it is recorded for the rota and logistics service manager to pick up and action.                                                                                                                                                                                                                     |                                                   |
| 2 | All drivers must complete the 'Home Visit Record Log' throughout the duration of their shift.                                                                                                                                                                                                                                                                                            | Urgent Care 24 Driver                             |
| 3 | All drivers must complete the 'Vehicle Log Sheet' (mileage record sheet) that is located in each of the Urgent Care 24 vehicles at the completion of their shift.                                                                                                                                                                                                                        | Urgent Care 24 Driver                             |
| 4 | At the end of each shift the completed 'Home Visit Record Log' and 'Daily Car Check List' will be returned and placed in the completed driver's paper folder.                                                                                                                                                                                                                            | Urgent Care 24 Driver                             |
| 5 | The next working day the rota and logistics service manager will check the 'Shift Manager Report' for any reported defects with the vehicles and action as required. The driver 'Daily Check List' will be checked against each vehicle periodically and any unreported defects will be investigated. The 'Vehicle Check Sheets' will be retained and scanned for storage after 1 month. | Urgent Care 24 Rota and Logistics Service Manager |
| 6 | The 'Vehicle Log Sheets' that are retained in the vehicles will be checked regularly by the rota and logistics service manager to ensure that the mileage corresponds with the recording in the log book.                                                                                                                                                                                | Urgent Care 24 Rota and Logistics Service Manager |
| 7 | All administrative personnel will follow the above instructions if using any of the vehicles.                                                                                                                                                                                                                                                                                            | Urgent Care 24 Administration Personnel           |
| 8 | This Standard Operating Procedure is to be read in conjunction with the 'Records Management Policy'.                                                                                                                                                                                                                                                                                     | Urgent Care 24 Service Manager                    |
| 9 | <b>APPENDICES:</b> <ol style="list-style-type: none"> <li>1. Home Visit Record Log</li> <li>2. Daily Car Checks</li> <li>3. Vehicle Log Sheets</li> </ol>                                                                                                                                                                                                                                | Information Only                                  |

Appendix 1

Home Visit Record Log

|                                       |          |                                       |                          |                                       |                      |                    |                                       |
|---------------------------------------|----------|---------------------------------------|--------------------------|---------------------------------------|----------------------|--------------------|---------------------------------------|
| MED CAR NO.                           |          | NAME of DRIVER ON DUTY:               |                          | Date of shift:<br>Start time:         |                      | MED BAG NO. TAKEN  |                                       |
| Break Time start<br>Break Time Finish |          | Break Time start<br>Break Time Finish |                          | Break Time start<br>Break Time Finish |                      |                    |                                       |
| No.                                   | Call No. | Priority                              | T.O.A<br>Time of Arrival | T.O.D.D<br>Time of Driver Departure   | Any Contact Made Y/N | Any other Comments | Calling Card Left<br>NO PERSONAL INFO |
| 1                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 2                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 3                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 4                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 5                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 6                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 7                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 8                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 9                                     |          |                                       |                          |                                       |                      |                    |                                       |
| 10                                    |          |                                       |                          |                                       |                      |                    |                                       |

HV Dispatcher - Bat Phone (Mobile): 0151 230 5554 / Supervisor: 0151 221 5837 / Referral Coordinator: 0151 0151 221 5835  
Please do not write any personal details on this form, all identifiable information should be removed.

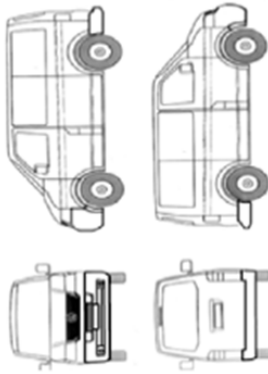
## Appendix 2

### Home Visit Vehicle Check List

| Check item               | Yes | No | Comments |
|--------------------------|-----|----|----------|
| Water                    |     |    |          |
| Wipers                   |     |    |          |
| Washers F/B              |     |    |          |
| Lights                   |     |    |          |
| Brakes                   |     |    |          |
| Indicators               |     |    |          |
| Main/side/fog            |     |    |          |
| Interior                 |     |    |          |
| Green light              |     |    |          |
| Oil                      |     |    |          |
| Oil Level                |     |    |          |
| Tyres – observations     |     |    |          |
| Tread (above 3mm)        |     |    |          |
| Pressure                 |     |    |          |
| Locks                    |     |    |          |
| Doors                    |     |    |          |
| Boot                     |     |    |          |
| Windows                  |     |    |          |
| Clean & Tidy             |     |    |          |
| Interior                 |     |    |          |
| Exterior                 |     |    |          |
| Any damage – wear & tear |     |    |          |
| Dash                     |     |    |          |
| Warning lights           |     |    |          |
| IT equipment             |     |    |          |
| Mobile driver            |     |    |          |
| Mobile doctor            |     |    |          |
| Sat Nav                  |     |    |          |
| Computer                 |     |    |          |
| Meds equipment           |     |    |          |
| Bag A                    |     |    |          |
| Bag B                    |     |    |          |
| Resuscitation bag        |     |    |          |
| Defibrillator            |     |    |          |
| Torch                    |     |    |          |
| Winter pack              |     |    |          |

|               |  |
|---------------|--|
| Date          |  |
| Time of shift |  |
| Med Car No.   |  |

|                 |  |
|-----------------|--|
| Fuel level      |  |
| Fuel topped up? |  |



Note: Please note any damage to the vehicle using the diagram and report to your supervisor immediately

New comments:

Previous damage to cars:

|                       |           |
|-----------------------|-----------|
| Print name            |           |
| Signature             |           |
| Checked by fleet lead | Signature |
|                       | Date      |

V1.4

Please ensure this checklist has been completed, failure to carry out these checks **WILL** result in disciplinary action

## Appendix 3

# URGENT CARE 24 VEHICLE LOG SHEET

|                                           |  |
|-------------------------------------------|--|
| <b>JOURNEY RECORD FOR MED<br/>CAR NO.</b> |  |
| <b>Car Registration:</b>                  |  |

[illegible]

**Auto Serve - 0844 888 3001**  
24 hr Breakdown / Flat Tyre

**Shift Managers Main Line**  
0151 221 5837

**Flat Tyre - day time we can drive straight to National Tyres - part of Auto**  
Serve - please advise your manager

**Fuel Cards - Please Note these are monitored. When refuelling make sure**  
you state the registration of the Vehicle.

Aintree Hospital - 0151 525 5980  
Broadgreen Hospital - 0151 282 6000  
The Royal - 0151 706 2000  
Whiston Hospital 0151 426 1600  
Warrington Hospital - 01925 635 911  
Halton Hospital 01928 714567  
St Helens Hospital 01744 26633

| <b>Making a Recorded Phone Call using a Mobile Phone</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1.</b>                                                | <p>Whilst out on visits or completing a home working session an Associate GP may be required to contact a patient using the allocated mobile phone. Any call made to or regarding a patient must be recorded to retain the clinical information.</p> <p>To record the call press "9" on the handset then press the "call" button. (On the Nokia handsets the call button is the green telephone symbol)</p> <p>The message on the screen will display Dial Through. The Dial Through connection connects the user to the call recording server. Once you hear the dial tone press 9 then input the patient's phone number (e.g. 901512542553) you are not required to press the call button again at this point the call will dial automatically.</p> <p>By pressing 9 indicates an outside line on the telephone system. Without dialling 9 before the patients telephone number the call will not be record.</p> <p><b>3.</b> You cannot use the 141 call barring while using this procedure.</p> <p><b>4.</b> Trouble shooting: If you press '9' and then 'call' and you do not access the dial through as expected, then speed dial has been deleted. To add a new speed dial the user will need to go into the phone menu, into 'Contacts' then into 'Speed Dials', select number '9' and enter '01512943215' press 'ok' and name it 'Dial Through'. Then press 'ok' and proceed again from step 2 of this procedure in order to make a recorded call.</p> <p><b>5.</b> If you have difficulties adding the speed dial then before every call made to patients dial 0151 294 3215. Wait for the dial tone and then input 9 and then input the patient's phone number. Inform the supervisor of the speed dial issue to log on the Intranet for a member of the IM&amp;T department to resolve.</p> |

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|                                                                                                                                                                                                                               |            |                                                                |                                             |                                                       |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------|-------|
| Title                                                                                                                                                                                                                         |            | Home Visit Record Log, Daily Car Checks and Vehicle Log Sheets |                                             | Doc. No.                                              | OP042 |
| Version                                                                                                                                                                                                                       |            |                                                                | V6                                          |                                                       |       |
| Supersedes                                                                                                                                                                                                                    |            |                                                                | All previous versions                       |                                                       |       |
| Approving Managers/Committee                                                                                                                                                                                                  |            |                                                                | Head of Service                             |                                                       |       |
| Date Ratified                                                                                                                                                                                                                 |            |                                                                | October 2013 (Original)                     |                                                       |       |
| Department of Originator                                                                                                                                                                                                      |            |                                                                | Out-of-Hours                                |                                                       |       |
| Responsible Executive Director                                                                                                                                                                                                |            |                                                                | Director of Service Delivery                |                                                       |       |
| Responsible Manager/Support                                                                                                                                                                                                   |            |                                                                | Rota and Logistics Service Manager          |                                                       |       |
| Date Issued                                                                                                                                                                                                                   |            |                                                                | July 2007 (Original)                        |                                                       |       |
| Next Review Date                                                                                                                                                                                                              |            |                                                                | May 2019                                    |                                                       |       |
| Target Audience                                                                                                                                                                                                               |            |                                                                | Out-of-Hours Operational and Clinical Teams |                                                       |       |
| Version                                                                                                                                                                                                                       | Date       | Control Reason                                                 |                                             | Accountable Person for this Version                   |       |
| 4                                                                                                                                                                                                                             | 14.10.2013 | Review                                                         |                                             | Head of Operations and Performance                    |       |
| 5                                                                                                                                                                                                                             | 15.12.2015 | Review and update                                              |                                             | Logistics Manager                                     |       |
| 6                                                                                                                                                                                                                             | 22.05.2017 | Reviewed                                                       |                                             | Head of Service                                       |       |
| Reference documents                                                                                                                                                                                                           |            | Electronic Locations                                           |                                             | Locations for Hard Copies                             |       |
| OP040                                                                                                                                                                                                                         |            | Urgent Care 24 Intranet                                        |                                             | Standard Operating Procedures File in the Call Centre |       |
| Document Status: This is a controlled document.<br>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. |            |                                                                |                                             |                                                       |       |