

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Operational Support – GP Home-Working		Doc. No.	OP081
Scope	Clinical Directorate	Operational Directorate		
Purpose	To ensure that at times of pressure on the service there is a contingency plan in operation that can be acted upon quickly in order to facilitate the needs of the patients in Halton, Knowsley and Liverpool.			
Guidelines	<p>The home-working GP will be rostered onto the rota via the Rotamaster system in conjunction with a separate rota coordinated by a member of the rota team.</p> <p>All GPs will work from home undertaking triage calls via the Definitive Clinical Assessment (DCA) pool in Adastra. Prior to any GP being signed up to undertake home-working a risk assessment will be made of the GPs home situation and their access to the internet via Broadband.</p>			
PROCEDURE			RESPONSIBILITY	
1	The home-working GP will be provided with all necessary equipment to undertake triage sessions from home. This will include a laptop computer, a security key token to allow them access to the Adastra system, mobile telephone with secure dial through capacity, copy of the latest BNF and an up-to-date copy of the relevant opening times of pharmacies. It is advisable to only use main pharmacies, i.e. Asda, Tesco, etc. At all times the GP will be compliant with the Service Level Agreement (SLA) for home-working sessions in respect of confidentiality and conduct.		Urgent Care 24 IM&T / GP / Medicines Management Lead / Service Manager	
2	There will be a small cohort of GPs who have signed up to the home-working arrangement and they will be rostered onto the rota via the Rotamaster system in conjunction with their availability schedule for the month, or as requested, depending upon operational need.		Urgent Care 24 GP / Rota Administrator	
	Standby Home-Working GP Availability:			

<p>3</p>	<p>The standby home-working GP will be available for the duration of the session required. The standby GP will be paid a standby rate for the whole session but should their services be called upon they will be paid at the full hourly rate for the time they are required.</p> <p>Once the necessity for the standby home-working GP to stand down has been reached the duty shift manager will advise the GP accordingly but will also advise that they may be required again during their shift allocated time.</p> <p>A GP who undertakes a standby home-working session on a Saturday morning can undertake an evening session on the same day provided that there is enough time for the GP to have a rest in between sessions in line with the 'European Working Time Directive'.</p>	<p>Urgent Care 24 GP / Rota Administrator / Shift Manager</p>
<p>4</p>	<p>During times of pressure on the service, the duty shift manager will contact the homeworking GP on this designated session. The GP will log onto the Aداstra system within 5 minutes of receiving the call. The duty shift manager will log the time of the call to the duty GP and advise the GP accordingly e.g. please deal with the stand downs, urgent DCA etc.</p>	<p>Urgent Care 24 Shift Manager / GP</p>
<p>5</p>	<p>There is no facility for the home-working GP to fax prescriptions to any pharmacy. Prior to the commencement of session the GP will liaise with the duty shift manager to ascertain if there is a GP either at base or at one of the centres who will be willing to sign a prescription on their behalf. If there is, the notes will be documented accordingly and the call dispatched to the 'Advice' pool.</p>	<p>Urgent Care 24 Shift Manager / GP</p>
<p>6</p>	<p>If after consultation with the shift manager there is not a clinician on duty willing to sign the script the home-working GP is to be informed. If this is the case the home-working GP will select calls from the 'DCA' pool which they feel confident in closing as self-care or if a prescription is required, the call will be set to a UCC appointment and forwarded to the dispatch screen.</p>	<p>Urgent Care 24 Shift Manager / GP</p>

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Title	Operational Support – GP Home-Working		Doc. No.	OP081
Version	5			
Supersedes	All previous versions			
Approving Managers/Committee	Head of Service			
Date Ratified	December 2010			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of Service			
Date Issued	December 2010			
Next Review Date	January 2020			
Target Audience	Operational and Clinical Staff			
Version	Date	Control Reason	Accountable Person for this Version	
V1 – V4	December 2010 – August 2013	Reviewed and updated	Service Manager	
V5	January 2018	Reviewed and updated as required	Head of Service	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Urgent Care 24 Intranet	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>				