

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Knowsley PCS UCC – IUC Working		Doc. No.	OP234
Scope		Operational and Clinical Directorates			
Purpose		Document the process for booking appointments with Knowsley PCS sites by the IUC team.			
Guidelines		Patients triaged by the IUC and requiring an appointment can be booked into Knowsley PCS providing they are registered with a Knowsley GP practice.			
PROCEDURE				RESPONSIBILITY	
1	IUC dispatcher and team leader will open the Knowsley PCS EMIS diary on their desktops. If there is a scenario where the EMIS diary cannot be opened, then you must liaise by telephone with the Knowsley PCS coordinator.			Urgent Care 24 IUC Dispatcher / Team Leader / KPCS Coordinator	
BOOKING APPOINTMENT					
2	Dispatcher will firstly look to see if there is a vacant slot on the Knowsley PCS EMIS diary.			Urgent Care 24 IUC Dispatcher / Team Leader	
3	Dispatcher should offer the next vacant slot time to a patient and book corresponding time on the Adastra Huyton Extended Hours or Kirkby Extended Hours diary.			Urgent Care 24 IUC Dispatcher / Team Leader	
4	The coordinator and clinician at Knowsley PCS will log into Adastra.			Urgent Care 24 KPCS Coordinator & Clinician	
5	The coordinator will block off corresponding EMIS appointments on the Adastra appointment diary so to prevent double booking.			Urgent Care 24 KPCS Coordinator	
DCA SUPPORT					

6	The team leader will liaise at all times with the Knowsley PCS coordinator if Knowsley GPs are required to assist with DCA. At times of free appointments, the Knowsley PCS GPs will assist with DCA.	Urgent Care 24 IUC Team Leader / KPCS Coordinator & GPs
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Title	Knowsley PCS UCC – IUC Working		Doc. No.	OP234
Version	1			
Supersedes	New process			
Approving Managers/Committee	Head of Service			
Date Ratified	20.12.2017			
Department of Originator	Knowsley PCS			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of Service			
Date Issued	20.12.2017			
Next Review Date	20.12.2020			
Target Audience	Knowsley PCS Staff, Clinicians and IUC Staff			
Version	Date	Control Reason	Accountable Person for this Version	
1	20.12.2017	New process	Service Manager	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Urgent Care 24 Intranet	Standard Operating Procedures File in the Call Centre	
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