

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Knowsley Extended Access Home Visiting Procedure	Doc No.	OP241
Scope	Urgent and Community Services clinicians and personnel		
Purpose	To improve patient safety with regards to home visits in the Knowsley Primary Care service		
1	Home visits taken from surgeries are less urgent home visits and should be prioritised for a visit within 6 hours.	Knowsley PCS Referral Coordinator	
2	Pathfinder visits are occasionally urgent visits and they should be completed within 2 hours.	Knowsley PCS Clinician	
3	When a visit is received from a surgery then the visit should be dispatched to the appropriate car as soon as possible.	Knowsley PCS Shift Coordinator	
4	Visits should not be left unallocated where possible.	Knowsley PCS Shift Coordinator	
5	If a visit is left unallocated then this should be discussed with the clinical hub doctor to review the clinical need.	Knowsley PCS Shift Coordinator / Clinician	
6	If any visits are carried over from the morning session to the afternoon session then a comfort call should be made to the patient (see point 12).	Knowsley PCS Shift Coordinator	
7	They should be informed of the potential delay and to check on their condition.	Knowsley PCS Shift Coordinator	
8		Knowsley PCS Shift Coordinator	

	If visits are taking over 4 hours then the comfort call procedure should be used (see point 12).	
9	If a clinician feels that a patient has a more urgent clinical need then this can be prioritised.	Knowsley PCS Clinician
10	This should be communicated with the shift coordinator.	Knowsley PCS Clinician
11	If there are any concerns regarding home visits then the clinical hub doctor can be asked to review the urgency of the visit and then dispatched as appropriate to the car.	Knowsley PCS Shift Coordinator / Clinician
12	COMFORT CALLING At times of increased demand or pressure due to reduced clinical resources the shift coordinator will ensure comfort calls are made to home visits which have been on the system for 3 hours or more. The comfort call will be carried out in an empathic manner, inform the patient they are on the list for a home visit, and apologise for the delay using the following script: “Good morning, afternoon or evening, my name is (say name) from Urgent Care 24 Extended Access Service, we have your call on our system. I wish to apologise for the delay in our clinician visiting you. Please may I ask if you are experiencing any deterioration in your condition or any new symptoms?” The shift coordinator will ask the patient, or their carer, if there are any changes to their symptoms. All details are to be documented on the patient record in all instances. Follow the path below for logging and informing. End the call with the following script: “Thank you, our clinician will visit you in the next (state time as instructed by shift coordinator) and if you experience any new symptoms or your condition gets worse, changes or any other concerns, please contact NHS 111.” This will inform the patient or ensure of the following:	Knowsley PCS Shift Coordinator

	• the renewed anticipated timescale for call-back • identify if any worsening symptoms • identify if any ILTC symptoms • what to do if they get new symptoms, or if their condition gets worse, changes or have any other concerns If you identify ILTC symptoms follow the scripts / instructions available on the 'Summary Page' (page 8) of the 'ILTC Training Handbook'. Where it is noted that there is a deterioration or new symptoms the Knowsley shift coordinator will record this and bring the record to the attention of the next available clinician for further guidance. Where a patient has deteriorated to a point of ILTC symptoms, the 'ILTC Protocol' is to be followed and all details recorded on the patient record (summary can be found on pages 11 and 12 of the 'ILTC – ACP' booklet).	
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Title		Knowsley Extended Access Home Visiting Procedure		Doc No.	OP241
Version			V1		
Supersedes			N/A		
Approving Managers/Committee			IUC KEAS		
Date Ratified			July 2017		
Department of Originator			IUC KEAS		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Head of IUC		
Date Issued			July 2017		
Review Date			25.07.2020		
Target Audience			IUC KEAS GPs and Personnel		
Version	Date	Control Reason		Accountable Person for this Version	
1	25.07.2017	New SOP		IUC Head of Ops	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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