

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Definitive Clinical Assessment (DCA) Pool Management		Doc. No.	OP032
Scope		Clinical Directorate	Operational Directorate		
Purpose		To ensure that calls placed in the ‘DCA’ pool are dealt with in-line with National Quality Requirements (NQRs).			
Guidelines		In all instances actions should be recorded and documented within the patient’s record.			
PROCEDURE				RESPONSIBILITY	
1	Operational personnel receives and processes cases either via the ‘Health Care Professional Line’ or via NHS 111 (SOPs OP029 and OP102).			Urgent Care 24 Operational personnel	
2	A Patient Demographic Service (PDS) search is to be carried out by the operational personnel in all instances. Where this has not been possible the Shift Manager should be informed and confirmed if the call has been sent to the ‘Trace Queue’.			Urgent Care 24 operational personnel / Shift Manager	
3	The operational personnel will forward the call to the ‘DCA’ pool for clinical assessment.			Urgent Care 24 operational personnel	
4	The Shift Manager has ultimate responsibility for all calls into the service. The Team Leader will be responsible for overseeing the ‘DCA’ pool and direct ALL clinicians to the appropriate call.			Urgent Care 24 Shift Manager / Team Leader	
5	There is one ‘DCA’ pool and all calls must be clinically assessed in time order in-line with National Quality Requirements or as directed by the designated Team Leader or Dispatcher. All clinicians will undertake calls in the ‘DCA’ pool and carry out Definitive Clinical Assessment (DCA) as directed or autonomously.			Urgent Care 24 Shift Manager / Team Leader / Dispatcher / Clinician	

6	Duplicate Calls All cases despatched into the DCA pool are to be actioned within the National Quality Requirement time frame. The Team Leader or Shift Manager is to inform the Doctor there is a duplicate call for a patient to be dealt with at the same time by locking each case within the DCA pool. The initial first call into the service is the call to be stood down on as the second call will have updated information attached. Also the first call will now be attached as previous encounter, which can be viewed using the on line clinician tabs on Adastra. Operational staff not to stand down on duplicate calls	Urgent Care 24 Shift Manager / Team Leader / Dispatcher / Clinician
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Title		Definitive Clinical Assessment (DCA) Pool Management		Doc. No.	OP032
Version			V4.0		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service Delivery		
Date Ratified			07.10.2013 (original)		
Department of Originator			Operations		
Responsible Executive Director			Director of Operations and Performance		
Responsible Manager/Support			Service Managers		
Date Issued			07.10.2013 (original)		
Next Review Date			June 2020		
Target Audience			Operations		
Version	Date	Control Reason		Accountable Person for this Version	
V2	07.10.2013	Reviewed and updated as required		Head of Operations and Performance	
V3	22.06.2017	Reviewed and updated as required		Shift Manager	
V4	10/05/2018	Reviewed and updated as required		Head of Service	
Reference documents		Electronic Locations		Locations for Hard Copies	
OP029 OP102		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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