NHS Urgent Care 24
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STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	**Re-visits and Re-triage**		**Doc. No.**	**CL021**
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure that patients who require a further clinical face to face consultation at the request of Urgent Care 24 clinician during evening, weekends and bank holiday period are highlighted to the operational staff to ensure service continuity.			
Guidelines	In all instances actions should be recorded or documented within the patient's Adastra record and within the shift manager's report.			

	PROCEDURE	**RESPONSIBILITY**
1	The clinician or driver informs the shift manager or home visit despatcher that the patient requires a face to face consultation the following day.	Urgent Care 24 Clinician / Shift Manager / Urgent Care Coordinator / Driver
2	If the request for a re-visit is during the evening or overnight Sunday to Thursday. On Adastra the informational outcome of "Patients own GP please to re-assess" must be attached to the call. This information will be faxed or emailed automatically from Adastra to the patient's own GP surgery the following morning.	Urgent Care 24 Clinician
3	If the request for a re-visit is during a Saturday, Sunday or within a bank holiday period. The follow up consultation will need to be carried out by an Urgent Care 24 clinician. In this instance the first call will be completed on Adastra, with a follow up message of "patients own GP to please re-assess" attached.	Urgent Care 24 Clinician
4	The original call is to be documented within the re-triage tab on the shift manager's report. Responsibility is to be handed over during the shift managers shift handover.	Urgent Care 24 Shift Manager
5	The patient's demographics are to be entered onto Adastra, documenting the following within the Adastra symptoms box:	Urgent Care 24 Shift Manager

	Call to be re-triaged at (time entered) Please see previous encounter Selected “Back Date/Defer” to the time and date given by the Urgent Care 24 clinician. The Adastra case is to be stored. Case type set to “Doctor DCA” with a less urgent priority.	
6	The following morning the call will appear on the despatch screen at the deferred time set previously. The call is be despatched into the DCA pool for an Urgent Care 24 clinician to call back within 60minutes.	Urgent Care 24 Clinician / Shift Manager / Senior Urgent Care Coordinator
7	Following on from triage the call maybe completed as triage or forwarded for an urgent care centre appointment or home visit. The consultation is completed the following normal process.	Urgent Care 24 Clinician

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Title	Re-visits and Re-triage	Doc. No.	CL021

Version	V8.0
Supersedes	V7.0
Approving Managers/Committee	Medical Directorate
Date Ratified	2007 (original)
Department of Originator	Medical Directorate
Responsible Executive Director	Medical Director
Responsible Manager/Support	Head of Service
Date Issued	2007 (original)
Next Review Date	July 2020
Target Audience	Operational and clinical staff

Version	Date	Control Reason	Accountable Person for this Version
V1 – V5	2007-2011	Reviewed and updated as necessary	Various
V6	October 2015	Reviewed and updated as necessary	Medical Lead
V7	February 2018	Reviewed and updated as necessary	Medical Lead
V8	June 2018	Reviewed and updated as necessary	Training Manager

Reference documents	Electronic Locations	Locations for Hard Copies
	Urgent Care 24 Intranet / Corporate Policies/ Current SOPS/ ……	Standard Operating Procedures File in the Call Centre.

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