

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Knowsley Extended Access Managing Patients with Complex Medical / Mental Health	Doc. No.	OP252
Scope	Clinical and Operational		
Purpose	This SOP has been created to provide guidance on managing patients with complex Medical or Mental Health		
Guidelines	For use in managing complex clinical needs of patients attending Knowsley PCS Service		
PROCEDURE		RESPONSIBILITY	
1.	When pre-booking a patient into the Knowsley PCS service, the GP practice should consider the needs of the patient	Knowsley GP Practice	
2.	At all times, the reason for the appointment should be noted in the slot booking notes	Knowsley GP Practice	
3.	If the patient is known to have complex medical history or severe / enduring mental health the GP practice should consider the impact this will have on Knowsley PCS Service and the patient	Knowsley GP Practice	
4.	In circumstances outlined in 3 above, the GP practice should as a priority consider booking a double appointment slot to ensure the patient needs are best served. (Current appointment slots are 10 minutes)	Knowsley GP Practice	
5.	If a double appointment slot is utilised, reference should be made in the patient slot notes	Knowsley GP Practice	

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Title	Knowsley Extended Access Managing Patients with Complex Medical / Mental Health			Doc. No.	OP252
Version	1				
Supersedes	New process				
Approving Managers/Committee	Head of Service				
Date Ratified					
Department of Originator	IUC KEAS				
Responsible Executive Director	Director of Service Delivery				
Responsible Manager/Support	Head of Operations, IUC				
Date Issued	05.12.2018				
Next Review Date	05.12.2020				
Target Audience	Knowsley PCS Staff, Clinicians				
Version	Date	Control Reason	Accountable Person for this Version		
1	05.12.2018	New process	IUC KEAS, Service 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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