

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

<b>Title</b>	<b>Knowsley Extended Access Referrals from Walk in Centres (WiC)</b>	<b>Doc. No.</b>	<b>OP251</b>
<b>Scope</b>	<b>Clinical and Operational</b>		
<b>Purpose</b>	This SOP has been created to provide guidance on managing patients initially attending a Knowsley Walk in Centre		
<b>Guidelines</b>	<b>For use in taking referrals from Walk In Centre Clinicians for Knowsley GP registered patients only.</b>		
<b>PROCEDURE</b>		<b>RESPONSIBILITY</b>	
<b>1.</b>	The clinician wishing to make the referral for a face to face appointment for their patient with Knowsley PCS will determine if the patient is registered with a Knowsley GP Practice.	WIC Clinician	
<b>2.</b>	If so, the clinician should telephone the patient's own GP practice and request a face to face appointment stating the clinical priority i.e. same day, 24 hours, 48 hours etc	Clinician / GP Practice	
<b>3.</b>	The GP practice will direct book the appropriate appointment informing the clinician of the date, time, venue (Huyton, Halewood, Whiston, Kirkby)	GP Practice	
<b>4.</b>	If the patient is <b>NOT</b> registered with a Knowsley GP Practice, the clinician should refer the patient back to their own GP or if urgent consider appropriate alternative such as A&E	Clinician	

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Version	1			
Supersedes	New process			
Approving Managers/Committee	Head of Service			
Date Ratified	07/12/2018			
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			
<b>Version</b>	<b>Date</b>	<b>Control Reason</b>	<b>Accountable Person for this Version</b>	
1	05.12.2018	New process	IUC KEAS, Service Manager	
<b>Reference documents</b>		<b>Electronic Locations</b>	<b>Locations for Hard Copies</b>	
		Urgent Care 24 Intranet / Corporate Policies/ Current SOPS/ .....	Standard Operating Procedures File in the Call Centre.	
<p><b>Document Status:</b> This is a controlled document.          Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.</p>				