

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Out of Area Calls to Primary Care 24		Doc. No.	OP017
Scope		Operational & Clinical Directorates			
Purpose		To ensure that patients who contact Primary Care 24 who are outside of the normal catchment area are dealt with professionally according to their presenting clinical need.			
Guidelines		Primary Care 24 must apply duty of care to <u>any</u> patient received into the service. It is not appropriate for Primary Care 24 to refuse patient access to a clinician.			
PROCEDURE				RESPONSIBILITY	
1.	Patient demographics are checked in the usual way (OP102), the referral coordinator needs to establish the patient's home address and current address as with all other calls.			Primary Care 24 Operational Personnel	
2.	If the patient's home address is outside the PC24 catchment area but their current location is inside the call is logged as a Temporary Resident see protocol OP005 for procedures.			Primary Care 24 Operational Personnel	
3.	If the patient's home address is inside the PC24 catchment area but their current location is outside the call is accepted. The current contact details checked with the patient as usual. This is to be logged using the patient's own GP practice in the usual way. It should not be logged as a Temporary Resident			Primary Care 24 Operational Personnel	
4.	Operational personnel to check the call in the usual way, logging current location and home address.			Primary Care 24 Operational Personnel	
5.	Calls received via NHS 111 or the HCP Line for patients identified as INT who are not in the PC24 catchment area should be referred back to NHS 111 * St Helen's area is an exception to this and all INTs are to be accepted			Primary Care 24 Operational Personnel	
6.	Call to be passed through to Definitive Clinical Assessment (DCA)			Primary Care 24 Operational Personnel	

7.	The Clinician should triage the call in the usual manner	Associate GP / Clinician
8.	If a face to face intervention is required following clinical triage the call should be passed to the Out of Hours Provider covering the area of the patient's current location.	Shift Manager
9.	If the Out of Hours provider covering the current location refuses to take the call and if it is logistically feasible PC24 should see the patient. If it is not feasible contact should be made to the On Call Manager to discuss further options.	Shift Manager
10.	Calls passed to other OOH Provider or NHS 111 should be amended within Adastra to show the registration type a Temporary Resident (TR) and closed accordingly.	Shift Manager

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Version			V10.0		
Supersedes			V9.0		
Approving Managers/Committee			Head of Service		
Date Ratified			October 2013 (Original)		
Department of Originator			Out of Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Out of Hours Service Managers		
Date Issued			October 2013 (Original) June 2019 (Version 9)		
Next Review Date			June 2020		
Target Audience			Out of Hours Operational and Clinical Teams		
Version	Date	Control Reason		Accountable Person for this Version	
V6	07.10.2014	Reviewed and updated as required		Head of Operations and Performance	
V7	20.01.2017	Reviewed and updated as required		Service Manager, OOH	
V8	May 2017	Reviewed		Head of Service	
V9.0	May 2018	Updated as required		Service Manager	
V10.0	June 2019	Reviewed and updated as required		Interim Head of Urgent Care	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / SOPs / Operations		Standard Operating Procedures File in the Call Centre.	
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