

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

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| Title      | Referring Patients to Hospital – Liverpool & Knowsley Patients Only                                                                                                                                                                                                                                                                                                                                                                                          |                         | Doc. No.                  | CL032 |
| Scope      | Clinical Directorate                                                                                                                                                                                                                                                                                                                                                                                                                                         | Operational Directorate |                           |       |
| Purpose    | To ensure a seamless transition of patients to hospital during the out-of-hours period.<br><br>To avoid patients having to wait in an Accident and Emergency (A&E) department when they have already received clinical intervention.                                                                                                                                                                                                                         |                         |                           |       |
| GUIDELINES | In all instances the referral should be documented in the clinical record by the clinician referring the patient. This SOP is to be used for all acute admissions to any Acute Trust.                                                                                                                                                                                                                                                                        |                         |                           |       |
| PROCEDURE  |                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                         | RESPONSIBILITY            |       |
| 1          | Upon a decision being made by the Primary Care 24 (PC24) clinician to admit a patient to hospital, a referral letter should be written and the relevant encounter sheet printed or emailed. If the patient is with the clinician the information should be given to the patient or their representative to take with them to hospital.                                                                                                                       |                         | Primary Care 24 Clinician |       |
| 2          | The PC24 clinician should telephone to arrange the admission following the procedure set out in <b>SOP IT111</b> . This will ensure any telephone calls made will be recorded.                                                                                                                                                                                                                                                                               |                         | Primary Care 24 Clinician |       |
| 3          | The PC24 clinician should then telephone Unplanned Care Direct (UCD) on 0300 323 0240. This service is open 365 days a year, 8.00am – 9.00pm.<br><br>Outside these times UCD can still be telephoned and the PC24 clinician is able to choose which Acute Trust to contact (Royal Liverpool University Hospital, University Hospital Aintree, Liverpool Women’s Hospital or Whiston Hospital) and the PC24 clinician should ask to speak to the bed manager. |                         | Primary Care 24 Clinician |       |

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| 4 | The PC24 clinician will provide UCD with all the required details of the patient, where they need to be admitted to and whether an ambulance is required and if so, what urgency. UCD will then inform the hospital and arrange the ambulance. If speaking to the bed manager the demographics and clinical details can be passed to them.                                                                                                                                                                         | Primary Care 24 Clinician /<br>Unplanned Care Direct    |
| 5 | If the PC24 clinician is no longer with the patient, or the decision to admit has been made after a telephone call or visit, the PC24 clinician should obtain the secure email (.nhs.net) address or failing that the fax number from UCD for the hospital department to which the information should be sent. The documentation should be emailed or faxed to the address or number given and the original faxed documentation kept as this becomes part of the patient record and kept with the daily paperwork. | Primary Care 24 Clinician /<br>Receptionist /<br>Runner |
| 6 | If arranging an admission when UCD is closed after 9pm and the admission is arranged through the bed manager, the PC24 clinician will need to arrange an ambulance themselves by telephoning NWS on 0151 261 4322 for a 'within the hour' ambulance and 0151 261 4301 for an immediate emergency ambulance.                                                                                                                                                                                                        | Primary Care 24 Clinician                               |

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| Title                                                                                                                                                                                                                                 |            | Referring Patients to Hospital – Liverpool & Knowsley Patients Only |                                                      | Doc. No.                                              | CL032 |
| Version                                                                                                                                                                                                                               |            |                                                                     | V2                                                   |                                                       |       |
| Supersedes                                                                                                                                                                                                                            |            |                                                                     | All previous versions                                |                                                       |       |
| Approving Committee                                                                                                                                                                                                                   |            |                                                                     | Head of Service / Medical Lead                       |                                                       |       |
| Date Ratified                                                                                                                                                                                                                         |            |                                                                     | April 2012 (original)                                |                                                       |       |
| Department of Originator                                                                                                                                                                                                              |            |                                                                     | Integrated Urgent Care                               |                                                       |       |
| Responsible Executive Director                                                                                                                                                                                                        |            |                                                                     | Medical Director                                     |                                                       |       |
| Responsible Manager/Support                                                                                                                                                                                                           |            |                                                                     | Head of Service / Medical Lead                       |                                                       |       |
| Date Issued                                                                                                                                                                                                                           |            |                                                                     | April 2012 (original)                                |                                                       |       |
| Review Date                                                                                                                                                                                                                           |            |                                                                     | August 2022 (or when there is a change in procedure) |                                                       |       |
| Target Audience                                                                                                                                                                                                                       |            |                                                                     | All Clinical and Operational Staff                   |                                                       |       |
| Version                                                                                                                                                                                                                               | Date       | Control Reason                                                      |                                                      | Accountable Person for this Version                   |       |
| V1                                                                                                                                                                                                                                    | April 2012 | Originally prepared                                                 |                                                      | Dr David Reade                                        |       |
| V1.1                                                                                                                                                                                                                                  | 23.09.2013 | Reviewed and updated                                                |                                                      | Service Managers / CG Manager                         |       |
| V1.2                                                                                                                                                                                                                                  | 31.10.2015 | Reviewed and updated                                                |                                                      | Medical Lead                                          |       |
| V1.3                                                                                                                                                                                                                                  | 14.12.2017 | Reviewed and updated                                                |                                                      | Medical Lead                                          |       |
| V2                                                                                                                                                                                                                                    | 8.8.2019   | Reviewed and updated, Company name changed                          |                                                      | Medical Lead IUC                                      |       |
| Reference documents                                                                                                                                                                                                                   |            | Electronic Locations                                                |                                                      | Locations for Hard Copies                             |       |
| IT111                                                                                                                                                                                                                                 |            | Primary Care 24 Intranet                                            |                                                      | Standard Operating Procedures File in the Call Centre |       |
| Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PRIMARY CARE 24 Intranet is the controlled copy. Any printed copies of the document are not controlled. |            |                                                                     |                                                      |                                                       |       |