

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Passing Calls to Surgeries		Doc. No.	OP022
Scope		IUC SDU	Clinical Directorate		
Purpose		To ensure that patients receive effective and timely attention in keeping with contractual arrangements.			
Guidelines		Primary Care 24 is responsible for providing a service to the patients of Halton, Knowsley ,Liverpool, and St Helens (8 surgeries) from 18:30 until 08:00 Monday to Friday inclusive. Weekends and Bank Holidays are covered in the 24 hour contract.			
PROCEDURE				RESPONSIBILITY	
1	All calls received from NHS 111 or a healthcare professional will be processed by Primary Care 24 referral coordinators until 08:00, Monday to Friday inclusive as per the contractual arrangements.			Primary Care 24 Referral Coordinator	
2	All clinicians working for the service will process all calls that are received by 08:00 Monday to Friday inclusive if necessary. Pathfinder cases received before 08:00 will be dealt with by an out-of-hours clinician. Cases that are still active after 08:00 or received after 08:00 will be transferred to Knowsley Primary Care Streaming (PCS) (also known as in-hours service). It is the responsibility of the overnight shift manager to contact the coordinator at Knowsley PCS to verbally hand-over the details of any outstanding Pathfinder cases at 08:00. It is then the responsibility of the Knowsley PCS coordinator to ensure that these cases are completed by the in-hours service.			Primary Care 24 Clinician / Shift Manager / Knowsley PCS Coordinator	
3	It is the responsibility of the overnight shift manager to ensure that all messages are passed to the surgeries. For example, cases requiring a home visit that were unable to be completed by Primary Care 24.			Primary Care 24 Shift Manager	
4	If all messages have not been passed, the overnight shift manager will pass all messages to the ‘Early Administrator’ member of the admin team who will follow-up any calls with the surgeries.			Primary Care 24 Shift Manager / Early Administrator	

5	Calls into the service after 08:00 Monday to Friday should be redirected to NHS 111 with the exception of Pathfinder cases.	Primary Care 24 Operational Personnel

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Title		Passing Calls to Surgeries		Doc. No.	OP022
Version			V5		
Supersedes			V4		
Approving Managers/Committee			Head of Service		
Date Ratified			2010 (original)		
Department of Originator			Integrated Urgent Care		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Service Managers		
Date Issued			10.02.2018		
Next Review Date			September 2021		
Target Audience			Operational Personnel		
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V2	December 2010 – February 2012	Reviewed and updated as required		Head of Service	
V3	January 2017	Reviewed and updated as required		Shift Manager	
V4	10.02.2018	Reviewed and updated as required		Call Quality Auditor	
V5	20.08.2019	Reviewed and updated as required		Head of Service	
Reference Documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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