

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

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| Title     |                                                                                                                                                                                                                                                                                                                                                          | Follow-up on Death Cases                                                                          |                            | Doc. No.                                                 | OP028 |
| Scope     |                                                                                                                                                                                                                                                                                                                                                          | Operational & Clinical Directorate                                                                | Operational Administration |                                                          |       |
| Purpose   |                                                                                                                                                                                                                                                                                                                                                          | To ensure that accurate information is received by the practice in a timely manner and confirmed. |                            |                                                          |       |
| PROCEDURE |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                   |                            | RESPONSIBILITY                                           |       |
| 1         | On the completion notes by the visiting clinician 'death confirmed' must be documented and the clinical code 'O/E DEAD' selected from the codes list within Adastra. In addition a follow-up message of 'Patient Deceased' must be selected.                                                                                                             |                                                                                                   |                            | Primary Care 24 Clinician                                |       |
| 2         | Following the completion of calls on the system after 08:00 weekdays, the shift manager must go to 'Reporting' on the Adastra main menu, select 'Run User Reports' located in the folder named 'Local PC24 Reports' and run the report titled 'Death and Revisits'.<br><br>Input the appropriate start and finish date / time before running the report. |                                                                                                   |                            | Primary Care 24 Shift Manager / Administration Personnel |       |
| 3         | Before contacting the individual surgeries to inform them of a death of their patient and to confirm receipt of faxed case details, the visiting clinician's consultation notes must be reviewed by the shift manager or nominated colleague to confirm that the notes match the clinical codes and informational outcomes.                              |                                                                                                   |                            | Priamry Care 24 Shift Manager                            |       |
| 4         | Once all the surgeries have been informed the relevant paperwork must be placed in the confidential waste bin.                                                                                                                                                                                                                                           |                                                                                                   |                            | Primary Care 24 Shift Manager                            |       |
| 5         | In the event that the clinician's consultation notes do not match the code of 'O/E Dead', the shift manager or nominated administrator must escalate to the OOHs SDU management team and record this in the 'Shift Manager Report'.                                                                                                                      |                                                                                                   |                            | Primary Care 24 Shift Manager                            |       |

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| Title                                                                                                                                                                                                                         |                               | Follow-up on Death Cases         |  | Doc. No.                                              | OP028 |
| Version                                                                                                                                                                                                                       |                               | V3                               |  |                                                       |       |
| Supersedes                                                                                                                                                                                                                    |                               | All previous versions            |  |                                                       |       |
| Approving Managers/Committee                                                                                                                                                                                                  |                               | Head of Service                  |  |                                                       |       |
| Date Ratified                                                                                                                                                                                                                 |                               | September 2012 (original)        |  |                                                       |       |
| Department of Originator                                                                                                                                                                                                      |                               | Out-of-Hours                     |  |                                                       |       |
| Responsible Executive Director                                                                                                                                                                                                |                               | Director of Service Delivery     |  |                                                       |       |
| Responsible Manager/Support                                                                                                                                                                                                   |                               | Service Managers                 |  |                                                       |       |
| Date Issued                                                                                                                                                                                                                   |                               | September 2012 (original)        |  |                                                       |       |
| Next Review Date                                                                                                                                                                                                              |                               | September 2021                   |  |                                                       |       |
| Target Audience                                                                                                                                                                                                               |                               | Out-of-Hours Operations          |  |                                                       |       |
| Version                                                                                                                                                                                                                       | Date                          | Control Reason                   |  | Accountable Person for this Version                   |       |
| V1 - V2                                                                                                                                                                                                                       | September 2012 – October 2013 | Created, reviewed and updated    |  | Head of Operations and Performance                    |       |
| V2                                                                                                                                                                                                                            | June 2017                     | Reviewed and updated as required |  | Shift Manager                                         |       |
| V3                                                                                                                                                                                                                            | August 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 |       |
| Document Status: This is a controlled document.<br>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. |                               |                                  |  |                                                       |       |