

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Step Down Intermediate Care Acceptance Referral Procedure		Doc. No.	PCS010
Scope		Intermediate Care Service			
Purpose		This Standard Operating Procedure is designed to outline the steps in accepting a patient into the Intermediate Care service from a hospital referral.			
Guidelines		To ensure smooth transition from hospital referral to the Intermediate Care service.			
PROCEDURE				RESPONSIBILITY	
1	The hospital in-reach therapy team will be asked to assess patients for referral to Intermediate Care.			Hospital Referral Team	
2	The in-reach team will gather the appropriate referral information for the triage assessment.			Hospital Referral Team	
3	The Single Point of Access (SPoA) team based at St Bartholomew’s nursing home will be contacted who will receive the referral to review.			SPoA / Hospital Referral Team	
4	They will then contact the Urgent Care 24 clinician to review the referral with regards to the medical details.			Primary Care 24 Clinician	
5	This may be either from a physical review of the referral notes or may be taken over the phone as long as the clinician is happy with the quality of information.			Primary Care 24 Clinician	
6	The referral must be reviewed as part of the ‘Virtual MDT’ whereby the therapy, nursing and medical team will triage the information and acceptance will be a joint decision.			SPoA / Hospital Referral Team	
7	The acceptance protocol must be followed which can be found in the nurses office and must be adhered to strictly to allow safe acceptance of patients.			SPoA	

8	If further information is required then this can be communicated to Single Point of Access or can be discussed with a member of the medical team from the hospital directly.	SPoA / Hospital Referral Team
9	Once satisfied that all the information is present to allow for safe acceptance then this information can be communicated with the hospital team who will arrange transfers.	SPoA / Hospital Referral Team

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Title		Step Down Intermediate Care Acceptance Referral Procedure		Doc. No.	PCS010
Version			V2		
Supersedes			New		
Approving Managers/Committee			Head of Integrated Urgent Care		
Date Ratified			22.03.2017		
Department of Originator			Urgent & Community Services		
Responsible Executive Director			Executive Director of Service Delivery		
Responsible Manager/Support			Head of Integrated Urgent Care		
Date Issued			22.03.2017		
Next Review Date			21.08.2022 (or when there is a change in procedure)		
Target Audience			Intermediate Care Service		
Version	Date	Control Reason		Accountable Person for this Version	
1	22.03.2017	New		Clinical Lead, Primary & Community Services	
2	21.08.2019	Reviewed		Clinical Lead, Urgent & Community Services	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
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