

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

|            |   |                            |  |       |
|------------|---|----------------------------|--|-------|
| Title      | Patients Who Do Not Attend an Urgent Care Centre (UCC) Appointment  |                            | Doc. No.   | OP013 |
| Scope      | Operational & Clinical Directorate  | Operational Administration |  |       |
| Purpose    | To ensure that a clear audit trail is available for patients who do not attend for their UCC appointments. To identify that the patient is well and safe. To ensure that the call is completed appropriately on Adastra by a clinician.   |                            |  |       |
| Guidelines | In all instances actions should be recorded or documented within the patient record.  |                            |  |       |
| PROCEDURE  |   |                            | RESPONSIBILITY   |       |
| 1          | Adastra screens are to be checked by the UCC dispatcher for calls past their appointment time particularly cases booked directly by NHS111. UCC reception staff are to ensure that patients have attended their appointments. Failed attendance must be identified within one hour.   |                            | Primary Care 24 Dispatcher / Receptionist                |       |
| 2          | If after one hour of the patient's appointment time the patient has not attended the centre, the UCC dispatcher is to attempt telephone contact with the patient / parent / carer to establish that the patient's medical condition has not deteriorated.   |                            | Primary Care 24 Dispatcher / Shift Manager               |       |
| 3          | If the patient informs the dispatcher / team leader / shift manager that their condition has improved then the patient must be informed that a clinician will contact them to 'safety-net'. Urgent Care 24 operational staff must not cancel or complete the call in these circumstances. First remove the previously booked appointment time and then pass the call back to a clinician via Adastra ('Advice' pool) for closing assessment by a clinician. If there is any significant adverse change to the patient's condition then update the priority accordingly.<br><br>Once the call has been dispatched to the 'Advice' pool the call must be completed as a stand-down within one hour. |                            | Primary Care 24 Dispatcher / Team Leader / Shift Manager |       |

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|   | If the clinician requires further clinical intervention the call must be upgraded to a UCC or visit within one hour of the call being dispatched into the 'Advice' pool.  |  |
| 4 | <p>If there is no response from the patient's contact number, the Primary Care 24 operational team must contact local Hospitals and Walk-in Centres (WIC) to enquire if they have self-presented. If the patient has self-presented then the details regarding this (name of hospital / WIC / time the patient self-presented) must be recorded on the record of the call.</p> <p>The call must then be dispatched to a clinician via Adastra ('Advice' pool) for further assessment and / or stand-down by the clinician. This stand-down, or decision to make a further assessment, must take place within one hour of the call being passed into the 'Advice' pool. The call must not be closed by a member of the operational team.</p> | Primary Care 24 Operational and Clinical Personnel |
| 5 | If the patient is not contactable the previously booked appointment time should be removed and the call must be dispatched to the 'Advice' pool to be appropriately safety-netted. This must occur within one hour of the call being dispatched into the 'Advice' pool.   | Primary Care 24 Operational and Clinical Personnel |
| 6 | If the patient states they are 'contacting an alternative healthcare provider', i.e. phoning an ambulance, going to casualty, going to a WIC etc., a member of the senior operational team must liaise with the appropriate healthcare provider, i.e. North West Ambulance Service, Acute Trust, WIC. If confirmation of attendance is received this must be documented in the patient record by the shift manager / team leader and dispatched to the 'Advice' pool to be closed by a clinician.   | Primary Care 24 Shift Manager / Team Leader        |

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| Title  |              | Patients Who Do Not Attend an Urgent Care Centre (UCC) Appointment |                              | Doc. No.   | OP013 |
| Version  |              |  | V9                           |  |       |
| Supersedes   |              |  | All previous versions        |  |       |
| Approving Managers/Committee   |              |  | Head of Service              |  |       |
| Date Ratified  |              |  | May 2007 (Original)          |  |       |
| Department of Originator   |              |  | Out of Hours Operations      |  |       |
| Responsible Executive Director   |              |  | Director of Service Delivery |  |       |
| Responsible Manager/Support  |              |  | Service Managers             |  |       |
| Date Issued  |              |  | May 2007 (Original1)         |  |       |
| Next Review Date   |              |  | September 2022               |  |       |
| Target Audience  |              |  | Out of Hours Operations      |  |       |
| Version  | Date         | Control Reason   |                              | Accountable Person for this Version                    |       |
| V1 – V6  | 2007 - 2012  | Created, reviewed and updated as required                          |                              | Various  |       |
| V7   | January 2017 | Reviewed and updated as required                                   |                              | Shift Manager  |       |
| V8   | 24.12.2018   | Updated to include appointment time removal                        |                              | IUC Service Manager                                    |       |
| V9   | 19.08.2019   | Reviewed and updated as required                                   |                              | Shift Manager  |       |
| Reference documents  |              | Electronic Locations   |                              | Locations for Hard Copies                              |       |
|  |              | Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ ..... |                              | 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 PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled. |              |  |                              |  |       |