

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Operational Staff Guidance – Cancellation of an Urgent Care Centre (UCC) Appointment		Doc. No.	OP007
Scope	Operational & Clinical Directorate	Operational Administration		
Purpose	To ensure operational and clinical staff are aware of the correct procedure to follow when a patient wants to cancel a UCC appointment.			
Guidelines	In all instances actions must be recorded within the patient record.			
PROCEDURE			RESPONSIBILITY	
1	Operational staff receive a call regarding a patient wanting to cancel a booked UCC appointment.		Primary Care 24 Operational Staff	
2	Referral coordinators must not cancel a UCC appointment. The referral coordinator will inform the dispatcher (or shift manager / team leader if a dispatcher is not available) of the request for the cancellation of an appointment and the reason for the cancellation. The dispatcher (or shift manager / team leader) then selects 'Remove Appointment' before changing the call to 'Doctor Advice' and changes the status to 'Dispatch' in 'Case Edit' entering the reason for cancellation and then updates. The dispatcher must then dispatch the case in the 'Dispatch' pool into the 'Advice' pool. The dispatcher will then alert the shift manager / team leader that there is a call in the 'Advice' pool awaiting clinician attention and this call must be actioned as soon as possible.		Primary Care 24 Referral Coordinator / Dispatcher / Shift Manager / Team Leader / Clinician	
3	The Patient / caller must be informed that a clinician may call them back before closing the call.		Primary Care 24 Dispatcher / Clinician	
4	The UCC receptionist must also be informed that the patient will not attend.		Primary Care 24 Dispatcher / Shift Manager / Team Leader	
5	Clinician is to either stand the call down or contact the patient (if they feel the call needs re-assessment) within one hour.		Primary Care 24 Clinician	

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Title		Operational Staff Guidance – Cancellation of an Urgent Care Centre (UCC) Appointment		Doc. No.	OP007
Version			V9		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			04.10.2013		
Department of Originator			Operations		
Responsible Executive Director			Chief Operating Officer		
Responsible Manager/Support			Service Managers		
Date Issued			04.10.2013		
Next Review Date			September 2022		
Target Audience			Out of Hours Operations		
Version	Date	Control Reason		Accountable Person for this Version	
V6	04.10.2013	Review		Head of Operations and Performance	
V7	18.01.2017	Reviewed and Updated as Required		Shift Manager	
V8	24.12.2018	Updated to include appointment removal		IUC Service Manager	
V9	19.08.2019	Review		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.	
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