

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		UCC Dispatcher Guidance – Patient Declining UCC Appointment and Requesting a Home Visit		Doc. No.	OP008
Scope		Operational & Clinical Directorate	Operational Administration		
Purpose		To ensure that operational staff are aware of the procedure to follow when trying to book a UCC appointment for a patient and the patient and or a representative declines and requests a home visit.			
Guidelines		Operational staff are not to change the ‘Case Type’ to a home visit at the request of the patient and not to discuss or advise the patient of the visiting policy. The call is to be re-assessed by a clinician.			
PROCEDURE				RESPONSIBILITY	
1	If a UCC dispatcher phones to arrange an appointment and the appointment is refused, this call must be forwarded to the ‘Advice’ pool. Inform the patient or their representative that a clinician will call back. Ensure the ‘Case Type’ is changed and use ‘Case Edit’ to record a comment about what has occurred and that the patient has been informed that a clinician will call them back.			Primary Care 24 UCC Dispatcher	
2	UCC Dispatcher must communicate patient details with the team leader / shift manager.			Primary Care 24 UCC Dispatcher / Shift Manager / Team Leader	
3	Shift manager / team leader must inform the clinician of the call and the patient request.			Primary Care 24 Shift Manager / Team Leader	
4	Clinician to make appropriate decision. The clinician will make every effort to encourage the patient to attend for an appointment. Clinician to call patient or their representative back within one hour .			Primary Care 24 Clinician	
5	If the reason for refusal is stated as ‘contacting alternative healthcare provider’ i.e. phoning an ambulance, going to casualty, going to a WIC etc., a member of the call centre staff must liaise with the appropriate healthcare provider i.e. North West Ambulance Service, Acute Trust, WIC. If confirmation of attendance is received this must			Primary Care 24 Shift Manager / Team Leader	

	be documented in the patient record. The shift manager / team leader should document the information on the case and dispatch to the 'Advice' pool for completion by a clinician.	
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Title		UCC Dispatcher Guidance – Patient Declining UCC Appointment and Requesting a Home Visit		Doc. No.	OP008
Version			V8		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			28.01.2008 (Original)		
Department of Originator			Out of Hours Operations		
Responsible Executive Director			Chief Operating Officer		
Responsible Manager/Support			Service Managers		
Date Issued			28.01.2008 (Original)		
Next Review Date			September 2022		
Target Audience			Operations		
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V6	2008 - 2013	Created, reviewed and updated as required		Various	
V7	January 2017	Reviewed and Updated as Required		Shift Manager	
V8	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.	
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