

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		UCC Dispatcher Guidance – Patients Requesting Later Appointments at an Urgent Care Centre		Doc. No.	OP009
Scope		Operational & Clinical Directorate	Operational Administration		
Purpose		To ensure UCC dispatchers are aware of the correct procedure to follow with regards to patients requesting an appointment that falls outside of the clinician’s recommendations following Definitive Clinical Assessment (DCA).			
Guidelines		Appointments are to be made within the time-frame recommended by the clinician.			
PROCEDURE				RESPONSIBILITY	
1	Book the patient an appointment time in-line with the clinical priority assigned by the clinician.			Primary Care 24 UCC Dispatcher	
2	Explain to the patient that the time has been arranged as per the recommendation of the clinician.			Primary Care 24 UCC Dispatcher	
3	Ask the patient to attend as close to that time as they can and inform the patient they will still be seen if they are late in this instance.			Primary Care 24 UCC Dispatcher	
4	Contact the UCC receptionist and advise them that the patient may be late.			Primary Care 24 UCC Dispatcher	
5	Do not change the appointment time in agreement with the patient as you will then be over-riding the clinical recommendation made at DCA.			Primary Care 24 UCC Dispatcher	

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Title		UCC Dispatcher Guidance – Patients Requesting Later Appointments at an Urgent Care Centre		Doc. No.	OP009
Version			V8		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			04.10.2013		
Department of Originator			Operations		
Responsible Executive Director			Chief Operations 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	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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