

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Dispatching of Home Visits		Doc. No.	OP011
Scope	Operational & Clinical Directorate	Operational Administration		
Purpose	To ensure consistency in respect of patients requiring a home visit, ensuring patient’s needs are met.			
Guidelines	This procedure offers support and guidance to home visit dispatchers, shift managers and drivers and is to ensure that patients are visited by their clinical priority / needs and NOT by geographical area. That all operational staff fully understand call prioritisation and National Quality Requirement (NQR) timescales. To ensure that the visiting dispatchers have control of the visits to enable the dispatcher to pass the calls in the appropriate clinical order. Ref: Clinical SOP CL027			
PROCEDURE			RESPONSIBILITY	
1	All home visits (except deaths) must be prioritised by Urgent Care 24 clinicians. Home visits cannot be passed without a clinical prioritisation.		Primary Care 24 Dispatcher / Clinician	
2	Home visits are to be passed to the visiting team one at a time; this is to enable the home visit dispatcher to have control over their workload. It is important that each driver contacts the home visit dispatcher with their arrival time at the visit and with their departure time on leaving the patient’s address – This procedure MUST be followed for each home visit. The only deviation to the above is if there is more than one visit to the one place of residence. Prioritised home visits are to be passed in order of clinical priority and NOT geographical area.		Primary Care 24 Dispatcher / Driver	

3	The manager on-call and / or the director on-call should be contacted to provide an options appraisal of the situation with a view to re-configuring the service provision [i.e. may have to close one centre for a period of time to help ease the pressure on the home visits]. This action should take place when the service reaches escalation level two or higher and is to be undertaken by the shift manager.	Primary Care 24 Shift Manager / Manager or Director On-Call
4	The home visit dispatcher is responsible for the home visiting dispatch guide sheet and must ensure it is completely filled out and all start and finish times are input correctly. During the overnight period this responsibility transfers to the overnight Shift Manager.	Primary Care 24 Shift Manager / Dispatcher
5	It is vital that the arrival and departure times are inputted onto the Adastra system, along with the outcome and clinical code. The call should also be completed with a priority of emergency, urgent or less urgent.	Primary Care 24 Clinician

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Title		Dispatching of Home Visits		Doc. No.	OP011
Version			V7		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			September 2006 (Original)		
Department of Originator			Operations		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Service Managers		
Date Issued			September 2006		
Next Review Date			September 2022		
Target Audience			Operations		
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V5	2006 - 2015	Created, reviewed and updated as required		Various	
V6	January 2017	Reviewed and updated as required		Shift Manager	
V7	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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