

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Clinician Procedure at Aintree University Hospital (AUH)		Doc. No.	OP226 & CL051
Scope		Clinical Directorate	Operational Directorate		
Purpose		To ensure a clear process for 'Primary Care Streaming' in the out-of-hours period.			
1	Clinician to present to Primary Care 24 receptionist who will be based at the 'Frailty Assessment Desk' before commencement of session, AUH Emergency Department (ED).			PC24 Clinician	
2	Clinician to log on to Adastra system at commencement of session.			PC24 Clinician	
3	<p><u>Monday to Friday 10:00-19:00</u></p> <p>These hours are a dedicated clinical resource for direct referrals from Aintree ED. Appointments are booked every 15 minutes. Reception cover for this period will be provided by AUH.</p> <p><u>Monday to Friday 19:00-22:00</u></p> <p>2 appointments per hour will be a dedicated resource for direct referrals from Aintree ED for 'Primary Care Streaming'. These appointment times are on the hour and half past the hour.</p> <p>The 2 remaining slots per hour are for out-of-hours Urgent Care Centre (UCC) appointments.</p> <p>Clinicians will be expected to complete DCA between appointments if not fully booked.</p>			PC24 Clinician / Senior Operational Team	
4	<u>Saturdays, Sundays and Bank Holidays 10:00 – 22:00</u>			PC24 Clinician / Senior Operational Team	

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5	<p><u>Referral Pathway</u></p> <p>Streaming nurse – patients will be directed to PC24 following triage from an Aintree ED nurse, please note not all patients will have observations taken prior to referral. Patients will be given a card to pass to receptionist, which will include the time the patient presented and time the patient was referred, who is required to enter patient details onto Adastra system without delay. Patients should not be accepted into PC streaming if they have had any investigations undertaken by the AED for which the results have not been reviewed</p> <p>Clinical responsibility for any patients directed by Aintree A&E to PC24 without a clinical assessment remains with Aintree A&E until patient consultation has been completed by the PC24 clinician.</p> <p>Any inappropriate referrals made to PC24 will be raised through the standard PC24 reporting procedures, a Datix entry will be completed.</p>	Aintree ED
	Exclusion Criteria	
	<p>Those patients falling within the Exclusion criteria below will not be referred for a nurse appointment</p> <ul style="list-style-type: none"> • Pregnancy • Acute Mental Health where patient is on more than 3 medications (poly pharmacy) • Children under 6 weeks (exception AHCH) 	

	<ul style="list-style-type: none"> • Drug and Alcohol dependent where patient is on more than 3 medications (poly pharmacy) • Patients should not be accepted into PC streaming if they have had any investigations undertaken by the AED for which the results have not been reviewed 	
6	<p><u>Admission Process</u></p> <p>For medical or surgical admissions, page the medical or surgical registrar on-call via switchboard on 100 from an AUH phone.</p>	PC24 Clinician
Local Site Information		
7	<p>Identification badges must be worn at all time on the hospital site.</p> <p>Security</p> <p>Panic buttons can be picked up from the security control room at the start of the shift. To contact security call 2810 or in an emergency call 3333 from an AUH phone.</p> <p>Patient Deterioration</p> <p>In addition to SOP, dial 2222 for the 'Medical Emergency Team'.</p> <p>Parking</p> <p>Patients and staff should use the main hospital car park at the front of the hospital. Patients are required to pay for parking.</p> <p>Staff – Do not pay for parking. Use the telecom system at the entrance to the car park stating that you are with Urgent Care 24 working in the Emergency Department.</p> <p>Directions</p> <p>Patients should enter through the main entrance of the ED at the front of the hospital. Upon entering, turn right and PC24 are located on the 'Frailty Assessment Unit' reception.</p>	Information Only

Title		Clinician Procedure at Aintree University Hospital (AUH)		Doc. No.	OP226 & CL051
Version			v8		
Supersedes			All previous versions		
Approving Managers/Committee			Director of Operations and Performance		
Date Ratified			01.11.2013		
Department of Originator			Operations		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Service Managers		
Date Issued			14.12.2016		
Review Date			September 2020		
Target Audience			Clinical and Operations		
Version	Date	Control Reason		Accountable Person for this Version	
1	28.10.2013	New		Head of Operations and Performance	
2	31.08.2016	Updated		Head of Out-of-Hours	
3	22.09.2016	Updated to reflect new protocols in place		Head of Out-of-Hours	
4	14.12.2016	Updated		Head of Service	
5	20.11.2017	Reviewed and updated as required		Head of Service	
6	19.01.2018	Reviewed and updated as required		Head of Service	
7	August 2019	Reviewed and updated as required		Service Manager	
8	22/8/2019	Reviewed and updated to include additional information re referral of patients to streaming who are awaiting results of tests initiated within AED		Associate Director of Nursing	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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