

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Unable to Access Online Policies and Standard Operating Procedures	Doc. No.	OP223
Scope	Operational Directorate		
Purpose	To provide operational staff with a clear objective when access to online Policies and Standard Operating Procedures (SOPs) is not possible		
Guidelines	To ensure that all staff and clinicians working know how to access Policies and SOPs when there is no internet access		
PROCEDURE		RESPONSIBILITY	
1	Should you require to access a Policy or SOP access in the first instance should be via the Primary Care 24 Intranet	Operational Staff Clinician	
2	The Primary Care 24 Intranet is automatically accessed via a link on the computer's desktop. The log in should be automatic, but should you be required to enter this it, please contact the Shift Manager	Operational Staff Clinician	
3	If the PC you are working from does not have the link to Primary Care 24's Intranet on the desktop you should open Internet Explorer and enter the following web address: http://extranet.urgentcare24.co.uk Then enter the log-in details as provided to you.	Operational Staff Clinician	
4	Should the internet be unavailable and you require access to a Policy or a SOP you should telephone the Shift Manager who will access this for you. The may guide you through the procedure or arrange for a copy to be made available to you.	Operational Staff Clinician Shift Manager	
5	All copies of SOPs are kept in a folder by the Shift Managers desk	Shift Manager	

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Version			v4		
Supersedes			All previous Versions		
Approving Managers/Committee			IUC SDU		
Date Ratified			October 2015		
Department of Originator			Operations		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Head of Urgent Care		
Date Issued			October 2019		
Next Review Date			October 2021		
Target Audience			Operational Directorate		
Version	Date	Control Reason		Accountable Person for this Version	
V1	October 2015	New SOP		Service Manager	
V2	December 2016	Reviewed and Updated		Service Manager	
V3	June 2017	Reviewed and Updated		Head of Out of Hours	
V4	October 2019	Reviewed and Updated		Head of Urgent Care	
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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