

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Clinician Procedure at Alder Hey Children’s Hospital (AHCH) – Primary Care Streaming		Doc. No.	OP108 & CL035
Scope	Operational & Clinical Directorates			
Purpose	To ensure effective use of the AHCH referral pathway.			
PROCEDURE			RESPONSIBILITY	
1	Primary Care Streaming will operate from 14:00 to 22:00, Monday to Sunday, inclusive of Bank Holidays. Clinicians will undertake consultations with patients presenting with primary care needs, referred from ED.		PC24 Clinician	
2	Clinician to present to PC24 receptionist based at Emergency Department ‘Nurses Station’ in ‘Minors’ section – the receptionist will set up the clinician’s consulting cubicle (cubicle 8) with all necessary equipment, prescriptions and paperwork.		PC24 Clinician / Receptionist	
3	Clinician will log on to Adastral at the start of the session.		PC24 Clinician	
4	ED triage nurse will assess children attending ED at point of arrival. The ‘Manchester Triage System’ will be used at this stage. Children identified as requiring ‘Primary Care’ needs will be diverted to PC24. The ED triage nurse will attend PC24 ‘Reception Base’ with the child’s CAS card. The PC24 receptionist will enter the patient details on to the Adastral system using the CAS card. The PC24 receptionist will then give the CAS card to the PC24 clinician as vital signs and observations will be documented from the triage assessment.		Alder Hey ED Triage Nurse / PC24 Clinician / Receptionist	
5	The clinician will work to 15 minute appointment slots. If the appointment slots fall behind time, the clinician should liaise with the PC24 receptionist who will in turn liaise with the ED coordinator. No appointment slots should be “blocked” without informing and discussing with the ED coordinator and authorisation from the Shift Manager		PC24 Clinician / Receptionist / Alder Hey ED Triage Nurse/Shift Manager	

6	The clinician will see patients in order of appointment time unless clinically appropriate to deviate and such is documented.	PC24 Clinician
7	The clinician will complete all consultations on the Adastra operating system. The clinician will hand the CAS card back to the PC24 receptionist when the patient is discharged.	PC24 Clinician
8.	If it becomes apparent during the consultation that the attending child will require admission or further ED treatment, the clinician will refer the child back to Alder Hey ED. The clinician will locate the ED consultant and relay verbally the reasons for referring the child back to ED. The clinician will also hand the child's CAS card to the ED consultant.	PC24 Clinician / Receptionist / Alder Hey ED Consultant / ED Triage Nurse
9.	If the clinician requires access to the PC24 medication trolley they should liaise with the PC24 receptionist who will arrange access.	PC24 Clinician / Receptionist
10.	The clinician will assist with telephone triage during the out-of-hours period (18:30 – 08:00 weekdays and 08:00 – 08:00 weekends and Bank Holidays).	PC24 Clinician
LOCAL SITE INFORMATION		
12.	PC24 and AHCH identification badges must be worn at all time on the hospital site (Alder Hey to provide Hospital ID badges) Security Clinician to contact security team if needed using Alder Hey internal phone system – security can be contacted on 3181. The triage nurses can also be contacted if needed on 3709 or 3196. Patient Deterioration PC24 clinician may use the emergency red button located in the clinician's consultation room to get emergency support and help. If necessary, the Alder Hey crash team can be called by dialling 2222 and informing the respondent – 'Emergency, Cubicle 8, ED' Parking PC24 clinicians can use the new multi-storey staff/patient car park. This can be accessed from East Prescott Road. Entrance is via the front barriers. On exit the clinician should press the security intercom and explain to Alder Hey security staff that they are the clinician working for PC24. Alder Hey security staff will then lift the barrier to allow exit. There are no reserved spaces so the clinician should arrive in plenty of time to find a parking space.	PC24 Clinician / Alder Hey Staff

Administrating Injections (IM/IV) at Alder Hey		
13.	PC24 clinicians will not be deliver any IM, SC, ID or IV drugs at Alder Hey. If a patient is found to need that level of treatment or care, they are to be transferred to ED care. Please refer to point 8.	PC24 Clinician
Sharp Bins at Alder Hey		
14.	All sharpsmart bins are designed to be attached to trolleys which are brought into the cubicle for Procedures. In paediatrics sharpsbins are not to be kept in cubicles at all. Sharpsbins are to be keep in medical prep rooms behind locked doors. *It should not be necessary for the PC24 clinician to access a sharps bin. If an invasive procedure is required, it is likely the patient will need ED intervention and should be referred as such.	PC24 Clinician
15.	Those patients falling within the exclusion criteria below will not be referred for a PCS appointment with a nurse (ANP) Exclusion Criteria • End of Life • Pregnancy • Acute Mental Health • Drug and Alcohol Dependent • Medical problems with injuries unless agreed with the clinician during the time on shift. • Outside of the Clinician competencies • Triaged as an amber or red call from A&E • Patients who have been discharged from hospital within previous 72 hours Patients that have been seen by their GP or local WiC can be referred to PCS if suitable. Alder Hey triage team will ensure patient's expectations are set prior to referral.	PC24 ANP
17.	Those patients falling within the exclusion criteria below will not be referred for a PCS appointment with a Doctor Exclusion Criteria	PC24 Clinician

	• Medical problems with injuries unless agreed with the clinician during the time on shift. • Outside of the Clinician competencies • Triaged as an amber or red call from A&E Patients that have been seen by their GP or local WiC can be referred to PCS if suitable. Alder Hey triage team will ensure patient's expectations are set prior to referral.	
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Title		Doc. No.	OP108 & CL035
Clinician Procedure at Alder Hey Children's Hospital (AHCH) – Primary Care Streaming			
Version	v6		
Supersedes	All previous versions		
Approving Managers/Committee	Head of Service		
Date Ratified	October 2015 (original)		
Department of Originator	Integrated Urgent Care		
Responsible Executive Director	Director of Service Delivery		
Responsible Manager/Support	UCC Service Manager		
Date Issued	October 2015 (original)		
Next Review Date	March 2021		
Target Audience	Alder Hey / IUC Operational and Clinical Teams		
Version	Date	Control Reason	Accountable Person for this Version
1	13.10.2015	New	Head of UC&S
2	17.01.2016	Amendments following site relocation	Head of UC&S
3	10.03.2017	Amendments following service change	Head of Out-of-Hours
4	05/02/2019	Reviewed and updated as required	UCC Service Manager
5	22/08/2019	Reviewed ANP exclusion criteria	ADON
6	12/11/2019	Reviewed and updated to remove previously seen by GP exclusion	DDoUC
Reference documents		Electronic Locations	Locations for Hard Copies
CL035		PC24 Intranet	Standard Operating Procedures File in the Call Centre
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.			