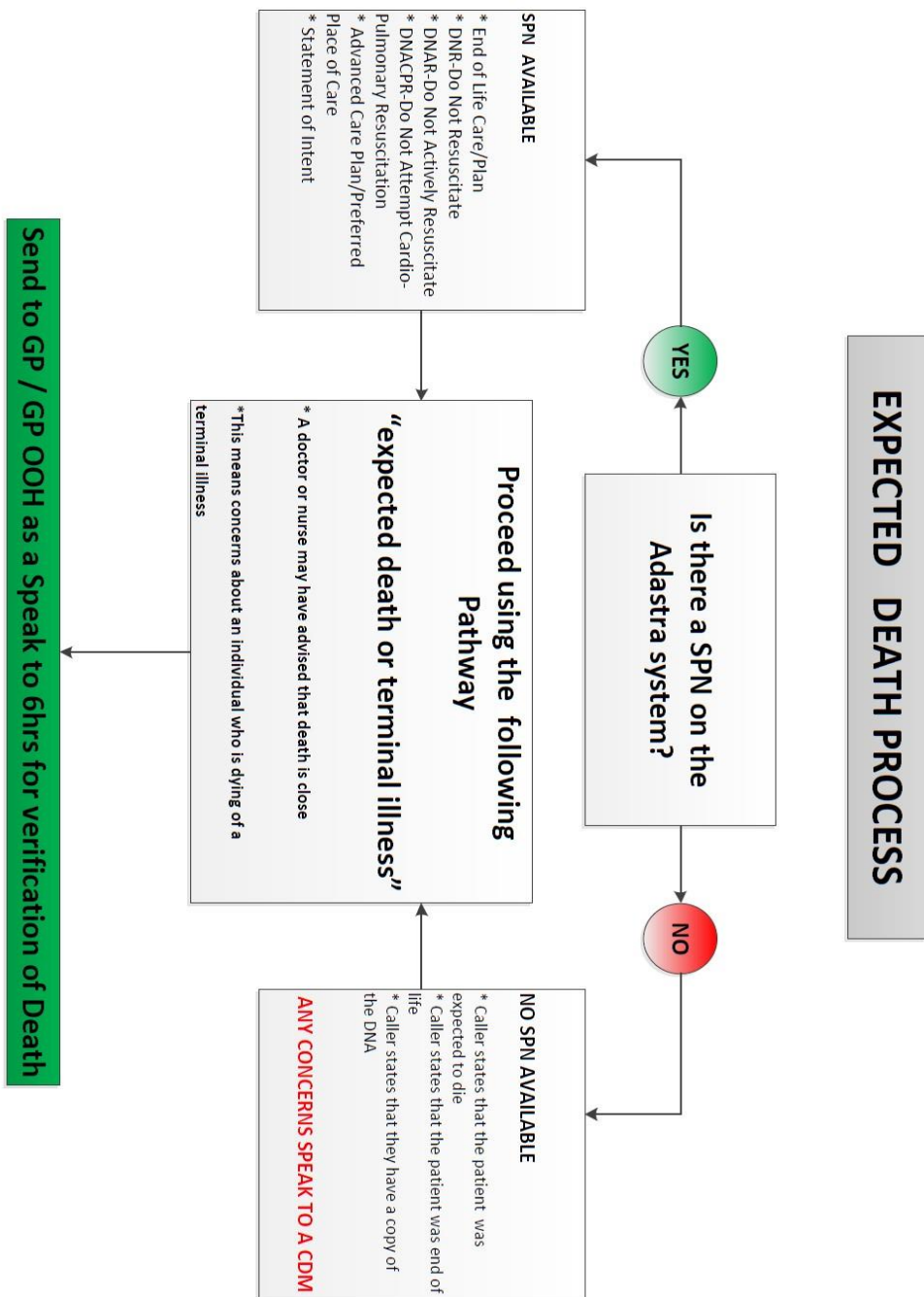


STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Anticipatory Care Plans / Patients Dying Wishes		Doc. No.	OP027
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure patient choice and respect of their wishes at 'End of Life'.			
PROCEDURE			RESPONSIBILITY	
1.	SPECIAL PATIENT NOTES / ANTICIPATORY CARE PLANS / PATIENT'S DYING WISHES WITH REGARD TO PREFERRED PLACE OF CARE / NOT FOR ADMISSION TO HOSPITAL When receiving calls where a 'Special Patient Note' is attached, referral coordinators must read the note at all times and pay particular attention regarding the dying wishes of the patient if they are specific within the note. This may slow down the processing of receiving a case but this is of the utmost importance that the wishes of the patient are followed. If when taking such a call the Adastra Case Prioritisation Protocol (ACPP) system advises you to contact an ambulance for the patient you must override ACPP and ensure that the patient's wishes with regard to preferred place of care / not for admission, as per the 'Special Patient Note' are adhered to. In most cases this would mean passing the call into the Definitive Clinical Assessment (DCA) pool as an 'Emergency' priority and not calling an ambulance for the patient. Referral coordinators must also alert the Shift Manager of any such calls in order that they can make an entry in their shift report. It must be remembered that even if a patient has a 'Special Patient Note' attached, it is only in the above circumstances of dying wishes with regard to preferred place of care / not for admission that an ambulance is not called. For all other calls with 'Special Patient Notes' attached the instructions as per the note should be followed and the use of ACPP should be used with all calls except as described above.		Primary Care 24 Referral Coordinator / Senior Urgent Care Co Ordinator / Shift Manager / Clinician	

2.	This procedure is only applicable to patients with dying wishes written into the 'Special Patient Note' with regard to preferred place of care / not for admission. If ACPD advises you to ring an ambulance in all other cases you should adhere to this.	Primary Care 24 Referral Coordinator / Senior Urgent Care Co Ordinator / Shift Manager / Clinician
3.	For calls coming in from NHS 111 please ensure the process below is followed as per the diagram / flow charts.	Primary Care 24 Referral Coordinator / Senior Urgent Care Co Ordinator / Shift Manager / Clinician



STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		ANTICIPATORY CARE PLANS / PATIENTS DYING WISHES		Doc. No.	OP027
Version			v5		
Supersedes			v4		
Approving Managers/Committee			Head of Service Delivery Unit		
Date Ratified			07.10.13		
Department of Originator			Operations / Integrated Urgent Care		
Responsible Executive Director			Director of Operations and Performance		
Responsible Manager/Support			Service Managers		
Date Issued			07.10.13		
Next Review Date			January 2022 (or when there is a change in procedure)		
Target Audience			Operations / Integrated Urgent Care		
Version	Date	Control Reason		Accountable Person for this Version	
V2	07.10.2013	Reviewed and updated as required		Head of Operations and Performance	
V3	13.01.2016	Reviewed and updated as required		Service Manager	
V4	20.01.2017	Reviewed and updated as required		Service Manager	
V5	02.01.2020	Reviewed and updated as required		Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
OP019		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
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