

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	COVID-19 Calls received from Liverpool GP Practices	Doc. No.	OP0266
Scope	Operational Directorate – COVID 19 Period only		
Purpose	Referrals received from GP practice via the Health Care Professional Line from either clinician or non-clinical practice staff. All patient information to be phoned through to the Health Care Professional line on 0151 221 5835. This number is not be given to patients.		
Guidelines	This is only applicable to Liverpool GP Practices. Calls only to accepted Monday – Friday after 16:30 Referrals will be accepted for patients who have received a clinical assessment from a GP. For patients who have not a clinical assessment will be advised to contact NHS 111		
PROCEDURE		RESPONSIBILITY	
1.	Record all patient demographics and GP surgery details. Confirm all details in full to ensure accuracy. Document the patients current location, if different from home address	Primary Care 24 Operational Team	
2.	A “PDS” search must be carried out for each case. Information governance is important when handling patient information. Call takers must ensure that they do not divulge any information. Any details within an existing record not provided by the caller should be removed	Primary Care 24 Operational Team	

3.	Adastra should be completed as per training including all symptoms. The following information should also be captured - When was the clinical assessment of the patient completed and who by? - Is COVID -19 present within the residence? - Any sensory or communication problems we need to be aware of.	Primary Care 24 Operational Team / GP Practice
4.	After documenting the patient's symptoms use Adastra Case Prioritisation Protocol (ACPPs) to capture the urgency of the call. If the caller does not know an answer always process ACPP answers with a 'worst case' scenario. ACPP will select the case-type and priority automatically and will forward the call to its required destination. As per ACPP priority advise the referrer that a member of the clinical team will aim to contact the patient within the following timeframes: • Emergency – within 20 minutes • Urgent – within 20 minutes • Less Urgent – within 60 minutes SAFETY-NETTING – Before disconnecting, ask the referrer to provide the patient with safety-netting advice. The patient must be advised to contact NHS 111 or the original service they contacted if there is any deterioration	Primary Care 24 Operational Personnel / GP Practice
5.	The call is to be dealt with following standard PC24 OOH call process - Triage as per DCA process - If onward care is needed, follow PC24s standard face to face process.	Primary Care 24 Clinician
6.	If, following DCA, a face to face consultation is required with a priority requiring the patient to be seen prior to Out of Hours starting, it is to be referred back to the patient's own GP practice. Follow :	Primary Care 24 shift Manager

	Operational guidance for the passing of DCA calls to the GP Practice	
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Title	COVID-19 Visit Calls received from Liverpool GP Practices		Doc. No.	OP0266
Version	v1			
Supersedes	N/A – New SOP			
Approving Managers/Committee	Director of Operations			
Date Ratified	17 th April 2020			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Operations			
Responsible Manager/Support	Interim Head of Urgent Care			
Date Issued	17 th April 2020			
Next Review Date	17 th September 2020			
Target Audience	IUC Operations and Clinical			
Version	Date	Control Reason	Accountable Person for this Version	
v1	15.04.2020	Created in light of COVID BCP need	Head of UC	
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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