

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

|            |                                                                                                                                                                                                                                                                                                                     |                                  |        |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------|
| Title      | COVID-19 Home Visit Requests from Castlefields Health Centre Runcorn                                                                                                                                                                                                                                                | Doc. No.                         | OP0267 |
| Scope      | Operational Directorate – COVID 19 Period only                                                                                                                                                                                                                                                                      |                                  |        |
| Purpose    | Referrals received from Castlefields Health Centre via the Health Care Professional Line from either clinician or non-clinical practice staff.<br><br>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 Castlefields Health Centre Runcorn<br><br>Calls only to accepted Monday – Friday after 17:00<br><br>Referrals will be accepted for patients who have received a clinical assessment from a GP.<br><br>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.<br><br>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.<br><br>Information governance is important when handling patient information. Call takers must ensure that they do not divulge any information.<br><br>Any details within an existing record not provided by the caller should be removed                         | Primary Care 24 Operational Team |        |

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| 3. | <p>Adastra should be completed as per training including all symptoms.</p> <p>The following information should also be captured</p> <ul style="list-style-type: none"> <li>- When was the clinical assessment of the patient completed and by who</li> <li>- Is COVID -19 present within the residence?</li> <li>- Any sensory or communication problems we need to be aware of.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Primary Care 24<br>Operational Team<br>/ GP Practice |
| 4. | <p>After documenting the patient's symptoms use Adastra Case Prioritisation Protocol (ACPPs) to capture the urgency of the call.</p> <p>If the caller does not know an answer always process ACPP answers with a 'worst case' scenario.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Emergency – within 20 minutes</li> <li>• Urgent – within 20 minutes</li> <li>• Less Urgent – within 60 minutes</li> </ul> <p><b>SAFETY-NETTING</b> – 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</p> | Primary Care 24<br>Operational Team<br>/ GP Practice |
| 5. | <p>The call is to be dealt with following standard PC24 OOH call process</p> <ul style="list-style-type: none"> <li>- Triage as per DCA process</li> <li>- If onward care is needed, follow PC24s standard face to face process.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Primary Care 24<br>Clinician                         |
| 6. | <p>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, the visit should be completed by the Knowsley service.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Primary Care 24<br>Shift Manager                     |

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(SOP)**

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| <b>Title</b>                                                                                                                                                                                                                         | <b>COVID-19 Home Visit Requests from Castlefields Health Centre Runcorn</b> |                                                                    | <b>Doc. No.</b>                                        | <b>OP0267</b> |
| <b>Version</b>                                                                                                                                                                                                                       | v1                                                                          |                                                                    |                                                        |               |
| <b>Supersedes</b>                                                                                                                                                                                                                    | N/A – New SOP                                                               |                                                                    |                                                        |               |
| <b>Approving Managers/Committee</b>                                                                                                                                                                                                  | Director of Operations                                                      |                                                                    |                                                        |               |
| <b>Date Ratified</b>                                                                                                                                                                                                                 | 27 <sup>th</sup> April 2020                                                 |                                                                    |                                                        |               |
| <b>Department of Originator</b>                                                                                                                                                                                                      | Integrated Urgent Care                                                      |                                                                    |                                                        |               |
| <b>Responsible Executive Director</b>                                                                                                                                                                                                | Director of Operations                                                      |                                                                    |                                                        |               |
| <b>Responsible Manager/Support</b>                                                                                                                                                                                                   | Interim Head of Urgent Care                                                 |                                                                    |                                                        |               |
| <b>Date Issued</b>                                                                                                                                                                                                                   | 27 <sup>th</sup> April 2020                                                 |                                                                    |                                                        |               |
| <b>Next Review Date</b>                                                                                                                                                                                                              | 27 <sup>th</sup> September 2020                                             |                                                                    |                                                        |               |
| <b>Target Audience</b>                                                                                                                                                                                                               | IUC Operations and Clinical                                                 |                                                                    |                                                        |               |
| <b>Version</b>                                                                                                                                                                                                                       | <b>Date</b>                                                                 | <b>Control Reason</b>                                              | <b>Accountable Person for this Version</b>             |               |
| v1.0                                                                                                                                                                                                                                 | 15.04.2020                                                                  | Created in light of COVID BCP need                                 | Head of IUC                                            |               |
|                                                                                                                                                                                                                                      |                                                                             |                                                                    |                                                        |               |
|                                                                                                                                                                                                                                      |                                                                             |                                                                    |                                                        |               |
| <b>Reference documents</b>                                                                                                                                                                                                           |                                                                             | <b>Electronic Locations</b>                                        | <b>Locations for Hard Copies</b>                       |               |
|                                                                                                                                                                                                                                      |                                                                             | Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ ..... | Standard Operating Procedures File in the Call Centre. |               |
| <b>Document Status:</b> This is a controlled document.<br>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. |                                                                             |                                                                    |                                                        |               |