

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	St Helens End of Life and Expected Deaths referral process	Doc. No.	OP0268 / CL069
Scope	Operational / Clinical Directorate		
Purpose	To ensure end of life patients have continuity of care and death verification within the community is not delayed.		
Guidelines	This service will operate during the out of hours period and is only for patients of St Helens GP practices who are described as End of Life or have had rapid deterioration.		
PROCEDURE		RESPONSIBILITY	
1.	District Nurse Referrals or another healthcare professional requesting anticipatory medicines Inform the caller to contact St Helens Rota directly on 01744 673 802	PC24 Operational Team	
2.	Expected Deaths For an expected death received for a patient within the St Helens catchment area, PC24 to contact St Helens Rota on 01744 673 802 to refer the patient. The referral should be made by a member of the operational team.	PC24 Operational Team	
3.	End of Life patients Call received into PC24 from NHS 111. All patient demographics to be confirmed and a PDS search to be performed. Call to be despatched into the DCA pool	PC24 Operational Team	
4.	PC24 Clinician to triage the call. If the patient requires a face to face assessment, PC24 Clinician to contact St Helens Rota on 01744 673 802 to refer the patient.	PC24 Clinician	

	Clinician to provide full patient demographics and the patients presenting condition.	
5.	Once referral has been made to St Helens Rota, the case should be completed by PC24 Clinician using Adastral follow up message "Referred to Other Services"	PC24 Clinician

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	St Helens rota End of Life and Expected Death's		Doc. No.	OP0268 / CL069
Version	v1			
Supersedes	NA – New SOP			
Approving Managers/Committee	Head of IUC			
Date Ratified	01/05/2020			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of IUC			
Date Issued	01/05/2020			
Next Review Date	01/07/2020			
Target Audience	IUC			
Version	Date	Control Reason	Accountable Person for this Version	
v1	April 2020	New SOP	Head of IUC	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPs/	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.				