

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	COVID-19 – Asylum Initial Health Assessments – Halton CCG	Doc. No.	OP0270
Scope	PC24 Operational and Clinical Teams		
Purpose	To provide a clear process for remote Initial Health Assessments and handover to primary care.		
Guidelines	PC24 are only responsible for the Initial Health Assessments for adults within Daresbury Hotel.		
PROCEDURE		RESPONSIBILITY	
1.	PC24 are provided with accommodation list by Halton CCG/Serco, this must include: • Patient demographics • Hotel room number • Name of registered GP practice • Practice NHS.net email address • Practice bypass number Due to the content of the email it must be sent to: UC24.Asylum@nhs.net	Halton CCG/Serco	
2.	PC24 will register all Adults patients onto our clinical system.	PC24 Receptionist	
3.	PC24 will schedule Practice Nurse appointment diary for all patients and share with Serco in advance to the below email address: daresbury@requisitesecurity.com **Please note this is not a secure email address – therefore the appointment schedule must be saved into a password protected document and the password sent on a separate email**	PC24 Receptionist	
4.	PC24 will provide a rota for the duration of this service detailing who will have attending each day and times for Serco clearance to the following: colin.c@requisitesecurity.com Daryl.Bentham@serco.com		

5.	PC24 member of staff will collect Asylum mobile phones from Wavertree HQ before shift and will arrive at Daresbury Hotel 30 minutes before appointments are due to commence. PC24 member of staff will be in full PPE – gloves and apron must be changed between each patient and placed in yellow clinical waste bag.	PC24 member of staff
6.	All consultations will be completed remotely. There will be a PC24 member of staff on site at Daresbury Hotel to facilitate the conference call between the patient, Practice Nurse and Language Line using a PC24 mobile phone. Conference process can be found in Appendix A PC24 member of staff must ensure that the mobile phone is cleaned between each patient.	PC24 Clinician / PC24 member of staff
7.	Once Initial Health Assessment has been completed one of the following 2 processes must be followed: 1. Urgent Same Day health need identified during Initial Health Assessment Asylum Receptionist must contact the patients registered practice using the bypass number. Inform that Initial Health Assessment has been completed by our Practice Nurse, and urgent needs that have been identified. PC24 Receptionist must download patient Initial Health Assessment and send from the Asylum NHS.net email address to the practice NHS.net email address. 2. Significant health needs identified, however same input not required Same process as point 1. 3. No urgent health needs identified during Initial Health Assessment PC24 Receptionist must download patient Initial Health Assessment and send from the Asylum NHS.net email address to the practice NHS.net email address.	PC24 Clinician / Receptionist
7.	Once the Initial Health Assessment consultations notes have been sent to the patients registered practice, PC24 receptionist must remove patient from the patient list and archive patient record?	PC24 Receptionist

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Title	COVID-19 – Asylum Initial Health Assessments – Halton CCG		Doc. No.	OP0207
Version	v1			
Supersedes	N/A – New SOP			
Approving Managers/Committee	Deputy Director of Urgent Care			
Date Ratified	11/06/2020			
Department of Originator	Primary Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Practice Manager			
Date Issued	11/06/2020			
Next Review Date	June 2021			
Target Audience	Operations and Clinician			
Version	Date	Control Reason	Accountable Person for this Version	
1	11/06/2020	New SOP	DDoUC	
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.				

Appendix A

Setting up the 3 Way Call

1		2		3	
Halton (Daresbury)		Liverpool (Birley Court, Croxteth Grove, Siont House, Greenbank Court, Hallmark)		TBC	
Clinician	0151 230 5558 Access code: 0186787	Clinician	0151 230 5558 Access Code: 0206733	Clinician	0151 230 5558 Access code: 0246625
Onsite PC24 Staff Member on behalf of the Patient	0151 230 5558 Access code: 0196760	Onsite PC24 Staff Member	0151 230 5558 Access Code: 0216706	Onsite PC24 Staff Member on behalf of the Patient	0151 230 5558 Access code: 0256598
Language Line	0151 230 5558 Access code: 0196760	Language Line	0151 230 5558 Access Code: 0216706	Language Line	0151 230 5558 Access code: 0256598

Each member of the call (clinician, onsite PC24 staff member and Language Line interpreter) dials in using the relevant phone number and access code

Language Line Details (if required): Tel: 0800 169 2879 Customer ID for Asylum: 290388