

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		NHS 111 First Clinical Assessment Service	Doc. No.	OP0272 / CL070		
Scope		Operational / Clinician Directorate				
Purpose		NHS 111 First is an extension to the existing IUC Service accessed through NHS 111. This offers patients a different approach to the way they access and receive urgent healthcare. NHS 111 (both online and via existing telephony) is still the first point of contract for patients when experiencing an urgent but not life threatening heath issue.				
Guidelines		For patients registered with a Warrington CCG practice Operating times Monday to Friday 0800 – 1829 PC24 will provide in hours cover to the Clinical Assessment Service (CAS) and lower acuity ambulance responses. RESPONSIBILITY				
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1.	Patient's If the out attend ar refuse th advice, the	Is / Lower Acuity Ambulance Response will be assessed using NHS Pathways system come for patient is for a low acuity ambulance or to "Emergency Department" (ED) For patients who ese dispositions but agree to seek further clinician ne call will then be sent electronically to PC24 Adastra electronic web link.	NHS 111			
2.	PDS sea call into t ACPP is NHS 111	e call has been received electronically at PC24, a rch will need to be carry out before dispatching the he DCA pool. not to be used on any CAS calls received from unless when needed to contact a patient, they ILTC symptoms.	Primary Care 24 Shift Manager / Referral Coordinator /I / NHS 111			

PrimaryCare:24®

3.	Out of Area Calls Calls received for patients who are not registered with a GP practice within the Warrington catchment area, contact to be made with NHS111 providing them with the "external case ID number" and ask for them to take the call back.	Primary Care 24 Shift Manager / NHS 111	
4.	Pass Back Process to NWAS 999 For calls received and triaged by PC24 who following an assessment require an emergency ambulance, PC24 are to make contact with NWAS via the current emergency contact route by either dialing 999 or via ambulance control. When contacting NWAS, PC24 to advise of the clinician outcome of their assessment and inform them the call had previously passed from NHS111.	Primary Care 24 Clinician	
5.	Onward Referral Process For calls received and triaged by PC24 who require an onward referral into the following services: Emergency Department (ED) Halton Urgent Care Centre (UCC) Warrington Rapid Community Response Service This is to be completed using the following appendix 1 When emailing an onward referral, this should include the entry point required .e.g. Emergecney Department / Minor Injuries Unit etc. Once sent a follow up call to the relevant department is required. Contact details available on appendix 2 For calls received and triaged by PC24 who require further intervention from their own GP surgery, this is to be completed using the following manual process Close the call on the Adastra system Ring the surgery with the details of the patient Send the details of the patient electronically via the Adastra system.	Primary Care 24 Clinician / Shift Manager	

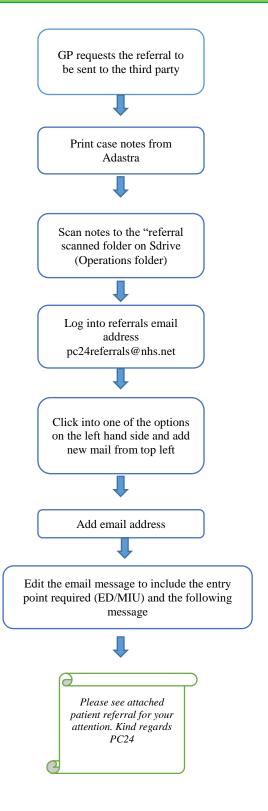
Primary Care: 24

	All calls for Warrington CCG practice are be completed within Adastra. No calls are to be forwarded within Adastra for an appointment or home visit.		
6.	Escalation Once PC24 has received the 5 th call for the service, a request will need to be made to the DOS team at NHS 111 to request for the PC24 profiles to be switched off. Contact details available on appendix 3 Line manager and head of service to be included within any emails sent.	Primary Care 24 Head of Service / Service Manager / Shift Manager / NHS 111.	
7.	Safeguarding / Vulnerable Patients To document any safeguarding concerns or flag any vulnerable patients within the current consultation on Adastra. This is also to be flagged to the shift manager on duty and to be recorded on Datix.	Primary Care 24 Clinician / Shift Manager	
8.	Temporary Residents Calls received for patient's whos current location is within the Warrington CCG area will be accepted via NHS 111 First. The surgery details will be entered as a "temporary resident" onto the Adastra system. All calls received and triaged as a temporary resident will be included within the escalation process (section 6) Any onward referrals for temporary residents, will follow section 5 of the onward referral process.	Primary Care 24 Clinician /Shift Manager	



Appendix 1

Manual Referral Process





Once the email has been sent the document must be deleted from the shared folder without delay!

Appendix 2

Widnes UTC referrals

widnes.ucc@nhs.net

Warrington ED Department

WHH.EDReferrals@nhs.net

Runcorn UCC

WHH.UCCReferrals@nhs.net

Warrington Rapid Community Response Service

01925 444 220 (Telephone Referral only)

Appendix 3



Contact details for the DOS team at NHS 111

Email

cww111.dos@nhs.net

This is our generic email address so any member of the team can pick up the request and action it

Telephone

Monday to Friday 08.00 – 16.59

Sally Collins - 07956624699 (personal telephone number – not

Mathew Roberts - 07956473264

The above mobile numbers are personal to the individual and are not to be shared with anyone outside PC24.

Monday to Friday 17.00 - 17.59

0300 0200 363 – To advise the local 111 call centre that no more Warrington referrals are to be made into PC24.



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Title	Title NHS 111 First Clinical Assessment Service						Doc. No.	OP0272 / CL070
Version					v3			
Supersedes					v2			
Approving	Mana	gers/Committe	е		Head of Urgent Care			
Date Ratified				7 th September 2020				
Departme	nt of O	riginator			IUC			
Responsib	le Exe	cutive Director			Director of Service De	elivery		
Responsib	le Mar	nager/Support			Service Manager, Ca	ll Centre		
Date Issue	ed				7 th September 2020			
Next Revie	ew Dat	е			September 2021			
Target Au	dience				IUC Operations and Clinicians			
Version	Date		Contro	Control Reason			Accountable Person for this Version	
v1	Septe	ember 2020	New SOP created				Head of Urgent Care	
v2	Septe	ember 2020		temporary resident process			Servi	ce Manager
v3	Septe	ember 2020	Update point	ed th	ne manual onward refe	ral end	Servi	ce Manager
Reference documents E				El	lectronic Locations	Locations for Hard Copie		or Hard Copies
/ C				mary Care 24 Intranet orporate Policies/rrent SOPS/	Standard Operating Procedures File in the Call Centre.			
Whilst thi	s docu		printed	l, th	document. e electronic version r ted copies of the doc			