

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

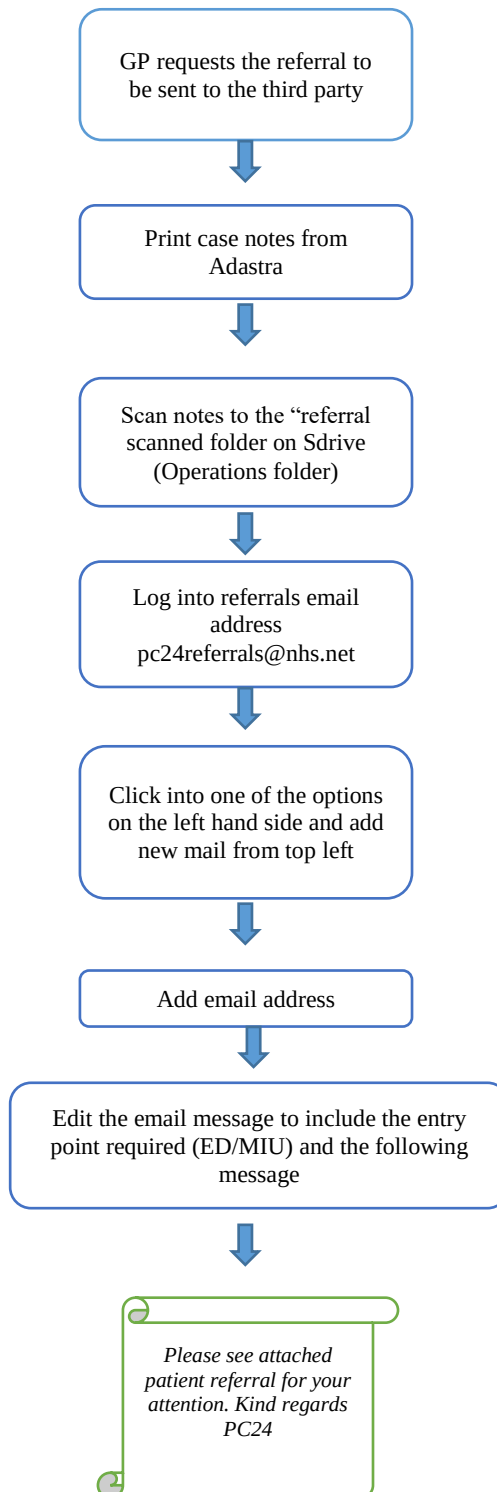
Title	NHS 111 First Clinical Assessment Service	Doc. No.	OP0272 / CL070
Scope	Operational / Clinician Directorate		
Purpose	NHS 111 First is an extension to the existing IUC Service accessed through NHS 111. This offers patients a different approach to the way they access and receive urgent healthcare. 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.		
PROCEDURE		RESPONSIBILITY	
1.	CAS Calls / Lower Acuity Ambulance Response Patient’s will be assessed using NHS Pathways system If the outcome for patient is for a low acuity ambulance or to attend an “Emergency Department” (ED) For patients who refuse these dispositions but agree to seek further clinician advice, the call will then be sent electronically to PC24 using the Adastra electronic web link.	NHS 111	
2.	Once the call has been received electronically at PC24, a PDS search will need to be carry out before dispatching the call into the DCA pool. ACPP is not to be used on any CAS calls received from NHS 111 unless when needed to contact a patient, they describe ILTC symptoms.	Primary Care 24 Shift Manager / Referral Coordinator /I / NHS 111	

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. Emergency 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

	All calls for Warrington CCG practice are to 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 5th 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 whose 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		NHS 111 First Clinical Assessment Service		Doc. No.	OP0272 / CL070
Version			v3		
Supersedes			v2		
Approving Managers/Committee			Head of Urgent Care		
Date Ratified			7 th September 2020		
Department of Originator			IUC		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Service Manager, Call Centre		
Date Issued			7 th September 2020		
Next Review Date			September 2021		
Target Audience			IUC Operations and Clinicians		
Version	Date	Control Reason		Accountable Person for this Version	
v1	September 2020	New SOP created		Head of Urgent Care	
v2	September 2020	Added temporary resident process		Service Manager	
v3	September 2020	Updated the manual onward referral end point		Service Manager	
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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