

INTEGRATED URGENT CARE SERVICE DELIVERY UNIT

NHS 111 First Workbook

V5

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THE SHIFT MANAGER BASED AT HEADQUARTERS WILL HOLD A HARD COPY. AN ELECTRONIC COPY OF THIS DOCUMENT CAN BE ACCESSED VIA UC24 INTRANET.

Document Change History

Version	Date	Date of release	Changed by	Reason for Change
V1	November 2020	November 2020	G.Kearns	Document Created
V2	November 2020	November 2020	G.Kearns	
V3	December 2020	December 2020	G.Kearns	Amended the email address on the manual process – Appendix 1
V4	December 2020	December 2020	A.Cameron	Added Shift Process Section to admin Procedures
V5	December 2020	December 2020	A.Cameron	Added visual help sheets.

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1. Introduction

This Workbook forms an integral part of the management and governance arrangements of the PC24 NHS 111 First Service. The workbook procedures will ensure compliance with statutory requirements and best practice.

The NHS 111 First service is an extension to the existing Integrated Urgent Care (IUC) Service accessed through NHS 111. It aims to encourage the use of NHS 111 Online and telephony as the primary means to access urgent health care but with a more prominent public facing message – **“NHS 111 First”**.

The term **NHS 111 First** refers to the development of the current NHS 111 Service to offer patients a different approach to the way they access and receive urgent healthcare. It is a new public facing brand which means:

- NHS 111 (both online and via existing telephony) is the **first point of contact** when experiencing **an urgent but not life threatening** health issue;
- a move away from (but not exclusion of) going to a physical location as the first choice to access healthcare;
- embracing remote assessment and the technology which supports it;
- preventing nosocomial (hospital acquired) infection by ensuring patients do not congregate together in ED waiting rooms;
- ensuring patients get a clear direction of what they need to do and where they need to go in order to resolve their issue;
- Protecting those most at risk by giving them an enhanced service.

2. Purpose

The purpose of this Workbook is to support the IUC department by providing instruction and guidance to staff, which will ensure that robust processes are in place and consistently followed by staff.

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 health issue.

This Workbook does not replace any corporate policies.

3. Guidance

Monday to Friday 08.00 – 18.29, for patients registered with a Liverpool, Knowlsey, Halton and Warrington CCG practice, PC24 will provide in hours cover to the clinical assessment service (CAS) and lower acuity ambulance responses.

Monday to Sunday (including bank holidays) 18.30 till 07.59, for patients registered with a Liverpool, Knowlsey, Halton and St Helens CCG practice, PC24 will provide out of hours cover to the clinical assessment service (CAS) and lower acuity ambulance responses.

4. Admin Procedures

Shift Process

When arriving on shift it is important to follow these procedures to ensure operating standards are met.

On arrival, ensure all 111 First G.Ps are issued with a laptop from the meds room and that the laptop is checked for damage and signed for. The sign in and out sheet is located on a clipboard with the laptops. Always ensure laptops that are not in use are locked away in the meds room.

The dispatchers laptop is numbered L1088. This laptop must be used by the dispatcher to be able to hear the alarm for the 111 cases awaiting dispatch within the Adastra system.

CAS Calls / Lower Acuity Ambulance Response

Patients will be assessed by NHS 111 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.

Once the call has been received electronically at PC24, a PDS search will need to be carried out before dispatching the call into the DCA pool.

Out of Area Calls

Calls received for patients who are not registered with a GP practice within the CCG catchment area or are not currently within the catchment area, for in hours and out of hours cover, operational staff to make contact with NHS111 providing them with the “external case ID number” and ask for them to take the call back.

Temporary Resident Process

Calls received for patient who are within the CCG catchment area but are not registered with a GP within this area, for in hours and out of hours cover, select the appropriate registration type on Adastra either “INT or TR” from the drop down menu, enter the appropriate details within the Doctor field., within the Surgery field type “PC24 in House Practice”

Pass Back Process to NWS (Ambulance Control)

For calls received and triaged by PC24 who following an assessment require an emergency ambulance, PC24 are to make contact with NWS via the current emergency contact route by either dialing 999 or via ambulance control.

When contacting NWS, PC24 to advise of the clinical outcome of their assessment and inform them the call had previously passed from NHS111.

Onward Referral Process

For calls received and triaged by PC24 who require an onward referral into the following services:

Walk in Centre (WIC)
Urgent Treatment Centre (UCC)
Warrington Rapid Community Response Service

This is to be completed using appendix 1 – manual process

For calls received and triaged by PC24 who require an onward referral into Emergency Department (ED), this to be completed using the call flow for operational and clinician.

Failure of calls following the electronic ED referral within Adastra, this is to be completed using appendix 1.

For calls received and triaged by PC24 who require further intervention from their own GP surgery, this is to be completed using the following 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.

Please note, during the in-hours period all calls received for the CCG catchment areas, are to be completed within Adastra. No calls are to be forwarded within Adastra for a UCC appointment or home visit.

Safeguarding / Vulnerable Patient's

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.

NHS Service Finder

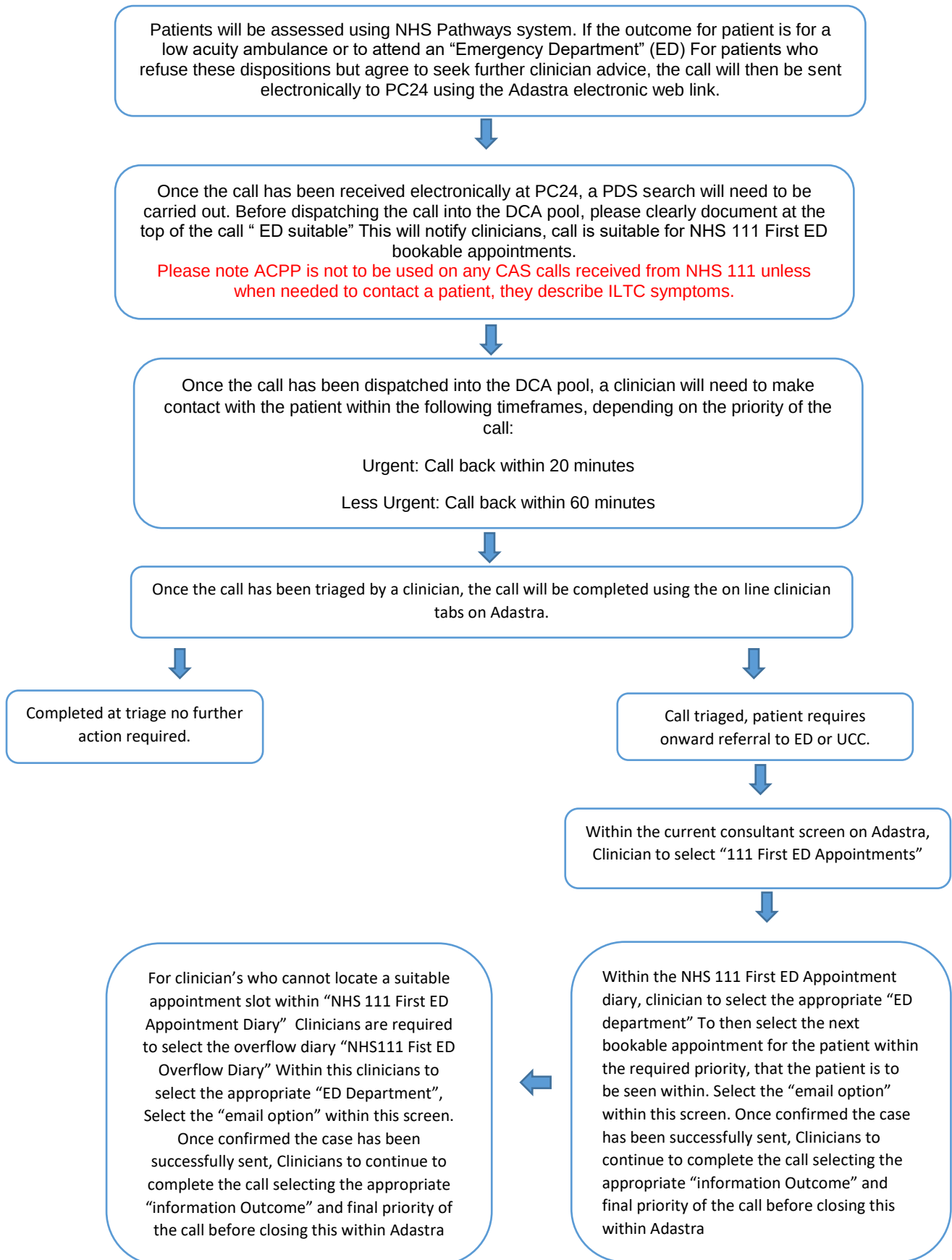
In order for Clinician's and operational staff to ensure a patient gets the right care, it is vital that they know what services are available in the local area to the patient.

This service allows clinician and operational staff to search for NHS services available for patients within their catchment area for onward referral. NHS Service Finder DOES NOT make electronic referrals to any services.

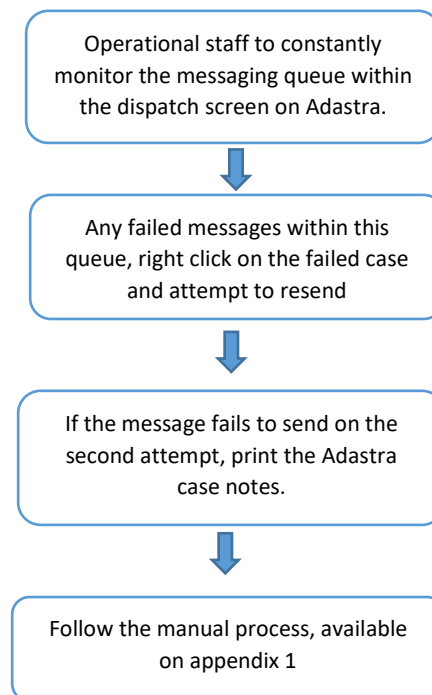
You can register for this service using the link below.

<https://finder.directoryofservices.nhs.uk/#/login>

5. Call Flows – Operational & Clinician

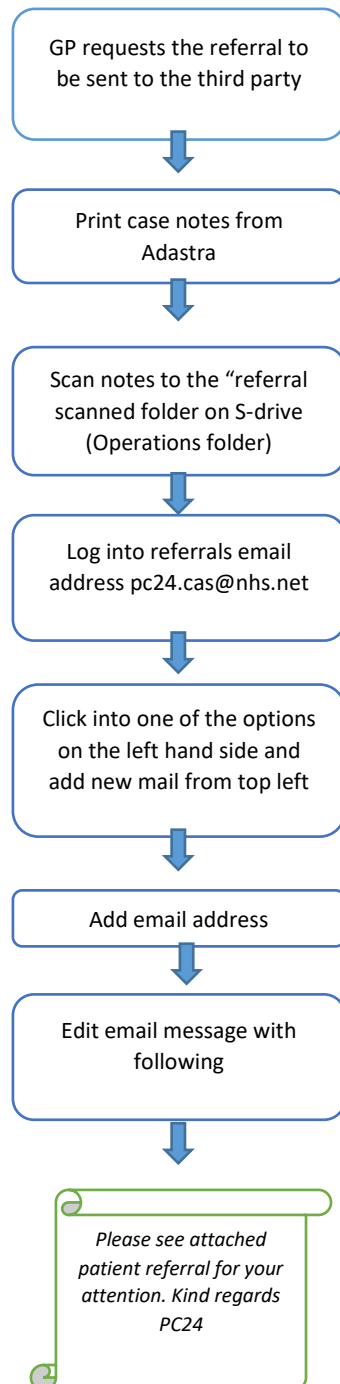


Adastra Messaging Queue (Operational)



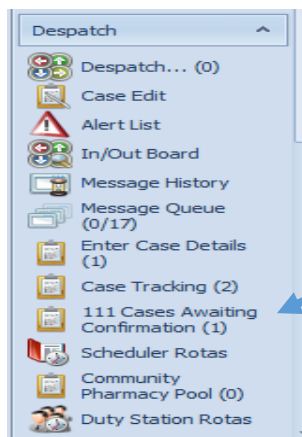
Appendix1 (manual process)

Sending referrals



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

Dispatcher and Clinician Visual Call Flow Help Sheet



CAS calls are located within 111 Cases Awaiting confirmation

111 Cases Awaiting Confirmation X										
Acknowledg...	Entry Time	Case #	Fullname	Sex	Age	DOB	Priority (lat...	Case Tag D...	Current Ho...	Case Type
	08-Dec-20 14:44:38	81475	[REDACTED]				CAS Urgent		L8 4RS	Doctor DCA

Double click on the case to open demographics screen

Postcode: L8 4RS Map Reference: SJ:357 874

Directions Map

Ethnicity: Unknown

laps...	Start Date	Completion Date		Edit
08-Dec-20 14:44:38				

Click edit to perform PDS search

Postcode: L8 4RS United Kingdom

☐ Walk-in patient

red line will be committed to the database immediately after clicking OK.

Language & Ethnicity Patient Check Lookup

Ethnicity: Start typing to search...

NHS Number:

Perform lookup and check all details are correct

Confirm 111 Triage [Peter Simm] X

Patient Details Medical History Event List External System Encounter History Confirm 111 Triage

Start time: 08-Dec-20 14:46:27 GMT Finish time: 08-Dec-20 14:46:58 GMT

Notes:
ED SUITABLE

Despatch
999
ACPP3

Click the confirm 111 triage tab the type ED SUITABLE into the notes and click dispatch

Message Handling

Message Handling Pool

Base
Car
Flu - Delivery Vehicles
Flu - Distribution Centres
Flu - Home Visits

Click message handling drop down and click the blank space then dispatch to DCA pool

DCA - UC24 X

Case #	Per...	Entry Time	Priority (latest)	Case Type	Age	Fullname	Address	Last failed c...	Locked By	Provider Gr...	Location	Sp
81470		08-Dec-20 13:34:25	CAS Urgent	Doctor DCA	58 years	[REDACTED] a...		13:52		PC24 In Ho...	UC24 DCA Pool	
81474		08-Dec-20 13:46:19	CAS Urgent	Doctor DCA	21 years	[REDACTED] !...			REDDYP	Brownlow G...	UC24 DCA Pool	

The case then appears in the DCA pool for the doctor's attention

There are 2 different urgency cases for 111 First. These are as follows:

CAS URGENT = These cases show up as brown colour on the DCA screen and must be triaged within 20 minutes

Case #	Per...	Entry Time	▲ Priority (latest)	Case Type	Age	Fullname	Address	Last failed c...	Locked By	Provider Gr...	Location	Special Notes	Case Tag D...
83633		17-Dec-20 11:11:15	CAS Urgent	Doctor DCA	46 years	[REDACTED]	[REDACTED]		SANTOS	Tower Hill P...	UC24 DCA Pool		

CAS LESS URGENT = These cases show up as a salmon colour on the DCA screen and must be triaged within 1 hour

Case #	Per...	Entry Time	Priority (latest)	Case Type	Age	Fullname	Address	▲ Last failed c...	Locked By	Provider Gr...	Location	Special Notes	Case Tag D...
83635		17-Dec-20 11:20:56	CAS Less Urgent	Doctor DCA	67 years	[REDACTED]	[REDACTED]		WHELANIS	Greenbank ...	UC24 DCA Pool		

111 First AED Appointment Timescales

Appointments booked into the AED by the 111 first triaging GP do not have a particular time frame in which they need to be booked. For example, if the GP triages a patient at 9am, the patient can be booked in for an appointment at 9pm providing the GP feels this is safe and acceptable to do so.

111 First appointment Diaries

The opening times for AED appointment diaries are as follows:

Royal Liverpool University Hospital = Open 24/7. One appointment per hour

Aintree university Hospital = Open 24/7. One appointment per hour

Whiston Hospital = Open 24/7. One appointment per hour

Warrington Hospital = Open 24/7. One appointment per hour

Alder Hey Children's Hospital = Open 9am- 5pm 7 days per week. One appointment per hour

Ormskirk ED (paed) = Open 08:00 – 00:00

Southport ED = 24/7

Following GP consultation, if the GP decides the patient is to have an appointment at AED, the next steps are to be followed.

Followup

Finish

Forward

Lock

Prescribe

999

111 First ED Appointment

111 First ED Overflow

To book an appointment at A and E click here. This opens up the diary

8

10 10:00-11:00 0 cases 1 slots

11

13

15

17

19

21

4 1 2 3 4 5 6

5 7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31 1 2 3

4 5 6 7 8 9 10

Today

111 First A&E Royal

Antree University Hospital (5.55 m)

111 First A&E Antree

Whiston Hospital (0.55 m)

111 CAS Whiston A-E

Warrington Hospital (7.71 m)

111 First A&E Warrington

Alder Hey Childrens Hospital (4.30 m)

Alder Hey CAS AED

To book appointment, click the bar on the required time slot

- Followup
- Finish
- Forward
- Lock
- Prescribe
- 999

- 111 First ED Appointment
- 111 First ED Overflow

If there are no available appointments, click the overflow tab and advice patient to attend A and E without the appointment

☒ Show by location ☐ Show by type

Name	Distance	Phone	Fax
▼ Alder Hey Childrens Hospi...		0151 228 4811	0151 228 4811
Alder Hey Children's H...	6.56	0151 228 4811	
▼ Whiston AED		0151 426 1600	
Whiston AED		0151 426 1600	
▼ Aintree AED		0151 525 5980	
Aintree AED		0151 525 5980	
▼ Royal Liverpool AED		0151 706 2000	
Royal Liverpool AED		0151 706 2000	
▼ Widnes UCC		0151 495 5000	
Widnes UCC		0151 495 5000	
▼ Warrington AED		0192 563 5911	
Warrington AED		0192 563 5911	
▼ Runcorn UCC		01928 714567	
Runcorn UCC		01928 714567	

Select the location you have referred to, then select Email..... Your consultation will then be sent to this location.

Select mechanism... Referral Questions

☐ Print...
Printer

☐ Fax

☒ Email

☐ Phone

Appendix 2 - Onward Referral Manual Process Details

Whiston ED Department

0151 430 1093

Warrington ED Department

WHH.EDReferrals@nhs.net

Royal ED Department

rlhed@liverpool.nhs.uk

Aintree ED Department

ED.clerical@nhs.net

Runcorn UCC

WHH.UCCReferrals@nhs.net

Widnes UTC referrals

widnes.ucc@nhs.net

Southport ED

Soh-tr.edreceptionists@nhs.net

Ormskirk ED

soh-tr.paedsaereception@nhs.net

Southport ACU

Will accept referrals between Monday and Friday, 09:00 – 17:00 via telephone (01704 704807) followed by an email with patient details to Soh-tr.acu@nhs.net

Warrington Rapid Community Response Service

01925 444 220 (Telephone Referral only)

Walk in Centre – single point access

0300 100 1004 (number available for clinician, operational staff and patients).