

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Clinician Procedure at Royal Liverpool University Hospital (RLUH)	Doc. No.	OP229 & CL050
Scope	Clinical	Operations	
Purpose	To ensure a clear process for 'Primary Care Streaming' in the out-of-hours period.		
1	Clinician to present to Primary Care 24 receptionist at 'R' clinic reception before commencement of session, RLUH Emergency Department (ED).	Primary Care 24 Clinician	
2	Clinician to log on to Adastra system at commencement of session.	Primary Care 24 Clinician	
3	<u>Monday and Friday 19:00 – 23:00</u> 2 appointments per hour will be a dedicated resource for direct referrals from RLUH ED for 'Primary Care Streaming'. These appointment times are on the hour and half past the hour. The 2 remaining slots per hour are for out-of-hours Urgent Care Centre (UCC) appointments. Clinicians will be expected to complete DCA between appointments if not fully booked. <u>Monday to Thursday 10:00-19:00</u> These hours are a dedicated clinical resource for RLUH seeing patients referred from the ED. Appointments are booked every 15 minutes.	Primary Care 24 Clinician / Senior Operational Team	

4	<u>Saturdays, Sundays and Bank Holidays 10:00 – 22:00</u> 2 appointments per hour will be a dedicated resource for direct referrals from RLUH ED for 'Primary Care Streaming'. These appointment times are on the hour and half past the hour. The 2 remaining slots per hour are for out-of-hours Urgent Care Centre (UCC) appointments. Appointments are booked every 15 minutes. Clinicians will be expected to complete DCA between appointments if not fully booked.	Primary Care 24 Clinician / Senior Operational Team
5	<u>Referral Pathway</u> Streaming Nurse – Patients will be directed to Primary Care 24 following triage with an RLUH ED nurse, please note not all patients will have observations taken prior to referral. Patients will be given a card to pass to the Primary Care 24 receptionist, which will include the time patient presented and time patient referred, who is required to enter patient details onto Adastra system without delay. Clinical responsibility for any patients directed by RLUH A&E to Primary Care 24 without a clinical assessment remains with RLUH A&E until patient consultation has been completed by the Primary Care 24 clinician. Any inappropriate referrals made to Primary Care 24 will be raised through the standard reporting procedures and a Datix DIF1 form to be completed by the clinician.	RLUH ED
6	Clinician can contact the ED senior doctor in ED via 'Majors', Tel ext: 2065	Primary Care 24 Clinician
Local Site Information		
	Identification badges must be worn at all time on the hospital site. Security Panic buttons are situated beneath the desks in reception and the clinical cubicles. Alternatively dial 2200 from an RLUH phone.	

7	Patient Deterioration In addition to SOP, dial 2222 for the 'ED Crash Team'. Directions and Parking – Staff Primary Care 24 staff can enter at any of the hospital entrances but after 22:00 will need to exit via the main hospital entrance and use the telecom and buzzer system to be let out. Parking is available for Primary Care 24 staff in any of the hospital carparks except NCP and Q Park. The main staff car park is at the rear of the site. Use the telecom system at the entrance to the carpark stating that you are with Primary Care 24 working in the Emergency Department. Parking is staff only and patients must be referred to the 'Q park'. Directions – Patients Referred patients will be escorted by the referring clinician to the 'R' clinic. Out-of-hours patients will attend via the hospital main entrance. Head left towards St Paul's eye clinic and turn left at the bed lifts, through the double doors to the R Clinic. Also, there is signage throughout the lobby directing patients to Primary Care 24 in the 'R' clinic. The main entrance doors close at 22:00. Patients arriving or leaving after this time must be instructed to use the telecom located to the side of the main entrance.	Information Only
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Title	Clinician Procedure at Royal Liverpool University Hospital (RLUH)		Doc. No.	OP229 & CL050
Version	6			
Supersedes	All previous versions			
Approving Managers/Committee	Director of Operations and Performance			
Date Ratified	01.11.2013			
Department of Originator	Operations			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Service Managers			
Date Issued	31.03.2021			
Review Date	September 2022			
Target Audience	Clinical and Operations			
Version	Date	Control Reason	Accountable Person for this Version	
1	28.10.2013	New	Head of Operations and Performance	
2	31.08.2016	Updated	Head of Out of Hours	
3	20.11.2017	Reviewed and updated as required	Head of Service	
4	19.01.2018	Reviewed and updated as required	Head of Service	
5	August 2019	Review and updated as required	Service Manager	
6	March 2021	Review and updated to reflect new contract	Deputy Director of Nursing	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet	Standard Operating Procedures File in the Call Centre	

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