

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	PLT Cover Guidelines	Doc. No.	OP0280
Scope	Operational Directorate		
Purpose	To standardise the process for the setup of PLT across all CCG areas.		
Guidelines	The dates for the PLT cover are provided by the CCG yearly in advance and vary by each CCG area.		
PROCEDURE		RESPONSIBILITY	
1	<p>PLT Areas</p> <ul style="list-style-type: none"> • Liverpool • Halton • Knowlsey • St Helens • South Sefton and Southport & Formby • Warrington <p>Individual CCG information including number of GP Practices, hours of cover required, exceptions and preferences are details in Appendix A.</p> <p>The annual PLT Calendar can be found in the shared drive - S:\Operations\Rota Folder\PLT Calendar</p>		
2	<p>Yearly Planning:</p> <p>In November the forthcoming year's PLT dates are received from the CCG and are set up on RotaMaster.</p> <p>Liverpool Only -</p> <p>Email to be sent to all Liverpool GP Practices detailing the dates for the coming year and confirmation requested for which dates they require. Please note this is only for Liverpool CCG as they have 2 dates to choose from each PLT month. The template for this email is in Appendix B.</p> <p>A list of practices can be found in shared drive - S:\Operations\Rota Team\ROTA TEAM\1. PROPEL Surgery Cover</p> <p>For all other CCG areas, the CCG will contact the GP Practices to confirm which dates are required. No action is required from PC24.</p>	Rota Administrators	

	Each Practices request is added to the Propel spreadsheet saved under Propel within the Rota Team folder on the shared drive - S:\Operations\Rota Team\ROTA TEAM\1. PROPEL Surgery Cover	
3	<p>Cover Required</p> <p>Clinical</p> <p>1 x Clinician per 15 practices with a minimum of two if the practice number falls below 30.</p> <p>1 Clinician should be based in the PLT UCC for the CCG area being covered (Please note we only have one clinical room per site we deliver PLT from). Any additional Clinicians will be based from Wavertree HQ.</p> <p>Clinicians based in the UCC's will also be expected to complete any home visits required for that area.</p>	
4	<p>Operational Staffing</p> <p>Please note any call centre staff is the responsibility of the Liverpool Area Team regardless of the CCG area being covered.</p> <p>The Shift Manager already on duty will oversee the PLT service, an additional Shift Manager should not be sourced.</p> <p><u>Urgent Care Coordinator</u></p> <p>Urgent Care Coordinator staffing requirements are based on the number of GP practices covered:</p> <p>Up to 75 practices – 1 Urgent Care Coordinator Over 75 practices – 2 Urgent Care Coordinators</p> <p><u>Receptionist</u></p> <p>For each UCC open a receptionist will be required for the duration of the hours covered by CCG. Please include a 15 minute open up and 15 minute close down wrap around time.</p> <p><u>Driver</u></p> <p>Driver requirements vary depending on the number of practices covered and which CCG areas. CCG areas that are aligned e.g Halton and Warrington will only need 1 driver.</p> <p>Please refer to the master PLT annual profile to confirm driver requirements. This can be found S:\Operations\Rota Folder\PLT Calendar</p>	Service Managers / Rota Administrators
5	Preparation for Forthcoming PLT	Rota Administrators

	<p>A confirmation email must be sent to the below contacts confirming the GP Practices, including dates and times of cover two weeks before the PLT date is scheduled.</p> <p>DoS Leads:</p> <p>Liverpool, Halton, St Helens, Knowsley, South Sefton and Southport and Formby:</p> <p>Mersey DoS Team – MerseyNHS111Team@liverpoolccg.nhs.uk</p> <p>Escalation contact – Steven.Griffith@liverpoolccg.nhs.uk</p> <p>Warrington:</p> <p>Cheshire DoS Team – cww111.dos@nhs.net</p> <p>Escalation contact – Sally.Collins8@nhs.net</p> <p>All CCG areas:</p> <p>111 Shift Supervisors, 111.Shiftsuporvisors@nwas.nhs.uk - For information</p> <p>111 SPM Managers, 111.spn@nwas.nhs.uk - For information</p>	
6	<p>Exemptions</p> <p>GP Practices are advised that they must give at least 2 weeks' notice prior to the forthcoming PLT date for any changes. If this deadline is not met, PC24 are not obliged to accept the change</p> <p>GP Practices in Liverpool CCG have the option of 2 dates to choose from each month. If no return is received from the GP Practice for either date, contact the GP Practice to confirm no cover is required.</p> <p>GP Practices are responsible for the transfer of their own telephones and must ensure the lines are diverted to 111, this is not PC24s responsibility.</p>	Service Managers/Rota Administrators
7	<p>Preparing for PLT Cover</p> <p>Start of each month</p> <ul style="list-style-type: none"> ○ Check the dates for the following month are showing on the PLT rota group within RotaMaster ○ Confirm which CCG PLT afternoons we are covering that month and on what dates ○ Review the GP Practice list for each PLT day ○ Make contact with any GP Practices that have not responded as appropriate 	Rota Administrators

	<ul style="list-style-type: none"> With a confirmed GP Practice cover list, calculate how many practices we are covering in total on each selected day and using the guidance as per Section 3 and 4 work to identify resource need Update Rotamaster to reflect the staffing needed <p>Two days before PLT</p> <ul style="list-style-type: none"> The clinical and operational rota to be checked to ensure all sessions are covered, escalating any gaps in service provision to the appropriate Service Manager <p>On the day of PLT</p> <p>The PLT spreadsheet must be rechecked and a final list of GP Practices covered. This spreadsheet can be found on the shared drive - S:\Operations\Rota Team\ROTA TEAM\1. PROPEL Surgery Cover</p> <p>This list must be emailed to the following contacts before 11am:</p> <p>PC24 Shift Managers PC24ShiftManagers@pc24.nhs.uk</p> <p>111 Shift Supervisors 111.Shiftsupervisors@nwas.nhs.uk - For information</p> <p>111 SPN Managers 111.spn@nwas.nhs.uk - For information</p>																						
8	<p>During PLT if a practice that isn't listed as being covered the Shift Manager must contact the appropriate Rota Administrator to confirm if the practice should be covered.</p>	Shift Manager/Rota Administrator																					
9	<p>Room Bookings – PLT</p> <p>PLT rooms are usually booked 12 months in advance once the dates have been confirmed for the coming year.</p> <p>For CHP locations these will need to be completed through the TAP portal:</p> <table border="1"> <thead> <tr> <th>CCG</th><th>Location</th><th>Landlord</th></tr> </thead> <tbody> <tr> <td>Liverpool</td><td>Everton Road</td><td>CHP</td></tr> <tr> <td>Sefton</td><td>Litherland Town Hall</td><td>CHP</td></tr> <tr> <td>Warrington</td><td>Bath Street</td><td>CHP</td></tr> <tr> <td>St Helens</td><td>Lowe House</td><td>CHP</td></tr> <tr> <td>Knowsley</td><td>Nutgrove Villa</td><td>NHS Properties</td></tr> <tr> <td>Halton</td><td>Halton Hospital</td><td>NHS Trust</td></tr> </tbody> </table>	CCG	Location	Landlord	Liverpool	Everton Road	CHP	Sefton	Litherland Town Hall	CHP	Warrington	Bath Street	CHP	St Helens	Lowe House	CHP	Knowsley	Nutgrove Villa	NHS Properties	Halton	Halton Hospital	NHS Trust	Service Support Officer
CCG	Location	Landlord																					
Liverpool	Everton Road	CHP																					
Sefton	Litherland Town Hall	CHP																					
Warrington	Bath Street	CHP																					
St Helens	Lowe House	CHP																					
Knowsley	Nutgrove Villa	NHS Properties																					
Halton	Halton Hospital	NHS Trust																					

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	PLT Cover Guidelines		Doc. No.	OP0280
Version	1			
Supersedes				
Approving Managers/Committee	Head Of Service			
Date Ratified	29/03/2021			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head Of Service			
Date Issued	29/03/2021			
Next Review Date	March 2023			
Target Audience	Operational and Clinical Staff			
Version	Date	Control Reason	Accountable Person for this Version	
V1	25/03/2021	New SOP	DDoSD	
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 – CCG Provision Requirements

CCG	Number of Practices	Number of PLT afternoons per annum	Times	Exclusions	Preferred day of week
St Helens	33	7	12:00-18:30		Alternate Wednesday or Thursday
Warrington	26	12	13:00-18:30	August and December	Thursday
Sefton (inc Southport & Formby)	47	12	12:00-18:30		Set by CCG
Halton	14	12	13:00-18:30	August and December	Wednesday or Thursday
Liverpool	84	20	12:00-18:30		Last Wednesday & Thursday of each month
Knowsley	22	6	13:00-18:30		Thursday

Appendix B – Letter to Liverpool GP Practices

Dear Practice Manager,

Re: Wednesday & Thursday Monthly Protected Learning Time (PLT) Cover for (Enter Year).

As you are already aware, Primary Care 24 (PC24) provides half day PLT cover **either** a Wednesday or Thursday of the month between the hours of 12:00 – 18:30.

The dates available for PLT cover are listed below. If you wish to book cover for these dates then please email the following to Rita.Thompson@pc24.nhs.uk & Angela.Hartill@pc24.nhs.uk

Please ensure that you give at **least two weeks' notice** in order for PC24 to ensure the appropriate level of clinical and operational cover. **We cannot facilitate your request without two weeks' notice.**

Please do not hesitate to contact me if you wish to discuss this matter further.

Kind Regards,