PrimaryCare:24

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Face to Face assessment For Covid symptomatic patient – Warrington locality			OP0285 CL080		
Scope		Operational & Clinical Directorate	Operational Administration				
Purpose		To ensure patient and staff safety is not compromised during appointments booked for Covid-19 risk assessed patients. This process is necessary due to the shared nature of the site at Bath Street which is also utilised by other, potentially vulnerable service users, during the OOH period. The process is in additional to the existing guidance of appropriate use of PPE, hand hygiene, decontamination, adequate room ventilation and minimise patient contact.					
Guid	elines	This SOP sets the guidance for all operational staff to follow during Covid In line with the SOP for General Practice in the Context of Coronavirus (COVID19) – updated May 2021					
PRO	CEDURE			RESPONSIBILITY			
1	assessm	rom Warrington locality ider nent to aid diagnosis / avoid nce with possible exposure t	PC24 Shift Manger/ Senior Urgent Care Coordinator/Clinical Reviewer				
2	Patient to be clinically assessed by GP and if possible, managed via telephone			Triage GP			
3	If a physical examination is required advise patient that a clinician will undertake a home visit. Check if any keysafe code required to access building. Mark case for home visit on Adastra.						
			Triage GP				
4	If a patient is identified as being Covid symptomatic and has inadvertently been given a base appointment - to convert the case to a home visit and inform patient.			PC24 Shift manager PC24 Receptionist PC24 GP			
5	Inform Bath Street GP of visit – follow normal process for home visit.			PC24 Receptionist PC24 GP			

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5	If further history is necessary - call patient prior to visit to minimise face to face contact.	PC24 GP
6	GP to perform hand hygiene and don PPE as per organisational policy prior to entering patient's home and increase room ventilation if possible. GP to clinically assess patient and manage as appropriate.	PC24 GP
7	GP to observe standard practice for doffing PPE, hand hygiene and decontamination of equipment on leaving patient's home as per organisational policy.	PC24 GP
8	GP to dispose of clinical waste appropriately on returning to base.	PC24 GP



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Title			to Face assessment For Covid symptomatic patient – ngton locality			Doc. No.	ОР	
Version				V1.6	V1.6			
Supersed	es							
Approving	y Mana	gers/C	ommittee	Head of Service	Head of Service			
Date Ratified				May 2021	May 2021			
Department of Originator				Integrated Urgent Care	Integrated Urgent Care			
Responsible Executive Director			Director	Director of Service Deliver	Director of Service Delivery			
Responsil		nager/S	Support	Head of Service	Head of Service			
Date Issue	ed			May 2021	May 2021			
Next Revi	ew Dat	te		September 2021				
Target Au	dience)		Operational and Clinical Te	Operational and Clinical Teams			
Version	Date		Control Reason Accountable Person for Version					
V1			Reviewed and updated as required					
V1.6	08.07	7.21	Reviewed and updated following the closure of the hot site in Bat Street					
Reference documents				Electronic Locations	Location	ns for Har	d Conies	
				Primary Care 24 Intranet	Standard	Standard Operating Procedures File in the Call Centre		
Whilst thi	is doc	ument	may be p	ontrolled document. orinted, the electronic version . Any printed copies of the doc				