

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Knowsley Extended Access Two Week Referral	Doc. No.	CL063/OP254
Scope	Clinical and Operational Staff		
Purpose	To provide guidance on managing patients under the Two-Week Referral process		
Guidelines	For use in processing Two-Week Referrals within Knowsley Extended Access Service ONLY		
PROCEDURE		RESPONSIBILITY	
1.	Knowsley Extended Access UCC Site – Face to Face Appointments The clinician making the referral, to complete the appropriate referral documentation and pass to the receptionist at the UCC site. The receptionist will then contact the Shift Manager and arrange for the referral to be collected from the site.	Primary Care 24 Clinician, Shift Manager, Receptionist	
2.	Knowsley Extended Access Wavertree Site – Triage Appointments The clinician making the referral, to complete the appropriate referral documentation and pass this to the Shift Manager.	Primary Care 24 Clinician, Shift Manager,	
3.	Once the referral has been completed, a copy of the referral is to be saved within the “Knowsley 2WeekReferral Forms Folder” held on the shared drive – Operations\Urgent and Community Services/Knowsley. This folder should be named using the format – Patient -(Surname)(1st initial) i.e – Patient Smith J The referral should be checked for accuracy before saving in the patient’s folder. A cover sheet to be completed providing details of the referral and saved in the individual patient’s folder. A cover sheet template can be found in the above folder.	Primary Care 24 Clinician, Shift Manager	

4.	The scanned referral form and cover sheet will then be emailed as follows to the following: For Adults - appointmentssthk@nhs.net For Children - refertoalderhey@nhs.net Referrals are to be emailed with the following wording: <i>Good morning/ afternoon</i> <i>Please find attached a Two Week Referral for suspected</i> <i>.....(the suspected cancer)</i> <i>If you require any further information, please contact the</i> <i>patient's own GP directly at (the GP's name and</i> <i>contact number)</i> Emails sent are to be saved in the patient's individual folder	Primary Care 24 Shift Manager
5.	Once the referral has been sent, a copy of the referral and covering letter to be sent to the patient's GP surgery. Contact details can be found by using "NHS Service Finder" Referrals are to be emailed with the following wording: FOR INFORMATION ONLY <i>Dear GP</i> <i>We have today submitted a Two Week Referral request on</i> <i>behalf of your patient; NHS number</i> <i>Regards</i> <i>PC24 - Knowsley Extended Access Service</i> Emails sent are to be saved in the patient's individual folder	Primary Care 24 Shift Manager

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Title		Knowsley Extended Access 2 Week Referral		Doc. No.	CL063 / OP254
Version			5		
Supersedes			4		
Approving Managers/Committee			Head of Service		
Date Ratified			September 2021		
Department of Originator			IUC KEAS		
Responsible Executive Director			Medical Director		
Responsible Manager/Support			Head of Service Delivery		
Date Issued			September 2021		
Next Review Date			September 2022		
Target Audience			Clinicians and Operational staff		
Version	Date	Control Reason		Accountable Person for this Version	
1	July 2018	New Process		Service Manager	
2	October 2018	Updated Process		Service Manager	
3	January 2019	Updated Process		Service Manager	
4	May 2019	Updated Process		Service Manager	
5	September 2021	Updated Process		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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