

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Clinician Remote Working Guidelines		Doc. No.	OP0273 / CL071
Scope		Clinical Directorate	Operational Directorate		
Purpose		To strengthen the flexibility of the clinical workforce for PC24 services, clinicians will be allowed to work remotely under agreed guidelines.			
Guidelines		Clinicians will undertake remote consultations, whilst maintaining the same performance standards and clinical responsibilities as working from a PC24 site.			
Criteria		Clinicians will be considered for remote working if they agree to meet the following criteria: • Available to all clinicians, dependent on IT kit availability and service need • Applicable to all PC24 services where the technology is supported • Clinical Audit scores remain compliant • In the event of technical issues, the clinician should attend a PC24 site to continue working if possible OR, if possible, the IT kit should be replaced urgently • When there is a service need, the clinician – if able - may be required to attend a PC24 site with adequate notice. • If the clinician does not contribute to any rota for a period of 6 weeks, then IT kit will be reclaimed by PC24 to be re-deployed.			
PROCEDURE					RESPONSIBILITY
1	Clinicians who meet the criteria for remote working are required to be signed off by the Clinical Lead for Liverpool (call centre) and the Head of Service - Call Centre (see Appendix 1).				PC24 Clinician/Clinical Lead/Head of Service
2	Remote working risk assessment will be completed to ensure the location of work is appropriate				Head of Service/Clinical Lead
2	Remote working shifts will be agreed in advance with the rota team and will show on the clinician’s rota. The clinician is required to begin the log in process 5 minutes before the shift to ensure the first call is taken at start time. At times of high demand, all remote working clinicians will be contacted and asked to log in to support service delivery.				PC24 Clinician / Rota team

3	Confidentiality Patient confidentiality and data protection must be adhered to at all times whilst working for PC24. It is the responsibility of the clinician to ensure that the remote working environment is appropriate, free from distractions and does not breach patient confidentiality.	PC24 Clinician
4	The remote working clinician will be provided with all necessary IT equipment; they are responsible for ensuring access to a reliable internet connection and that PC24 equipment is kept safe and maintained. All calls made by the using the kit will be recorded.	PC24 Clinician / IT team
5	Technical issues Any delays in logging in due to technical problems should be reported as soon as possible to the Shift Manager on 0151 221 5837. The clinician is required to bring the equipment to Wavertree for repair within 24 hours. The Shift Manager will log a job on the IT helpdesk. Any further shifts booked before the problem is resolved should be completed at a PC24 site.	PC24 Clinician / Shift Manager
6	Electronic Prescribing The clinician must log in using their smartcard to enable them to use electronic prescribing. If they are unable to complete this, they should follow the process set in section 5 Technical issues.	PC24 Shift Manager / GP
7	Clinical Audit PC24 clinicians are subject to clinical audit. Clinicians are expected to engage with the audit process. Any issues raised from the audit or incidents or complaints will be reviewed by the Clinical Lead.	PC24 Clinician / Clinical Lead
8	Failure to comply with these guidelines may result in the withdrawal of remote working abilities.	

Sign off sheet for remote working clinicians

Has the clinician been approved for remote working by Liverpool clinical lead and Head of Service – Call Centre?	
Have the templated shifts been agreed and added to the rota?	
Have IT been informed to issue a kit?	

To be completed by the clinician

I understand and accept the guidelines for remote working as set out below:

- Audit scores remain compliant

Clinician Name

Date

Final authorisation

Role	Signed	Print	Date
Clinical Lead (Liverpool)			
Head of Service – Call Centre			

Once completed and the IT equipment has been issued, please file this form in the clinicians paperwork folder.

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Title	Clinician Remote Working Guidelines		Doc. No.	
Version	V2			
Supersedes	OP0273 / CL071			
Approving Managers/Committee	Executive			
Date Ratified	28/09/2020			
Responsible Executive Director	Director of Operations			
Responsible Manager/Support	Head of Call Centre			
Date Issued	01/10/2020			
Next Review Date	01/05/2023			
Target Audience	Remote Working Clinicians and Operational Staff			
Version	Date	Control Reason	Accountable Person for this Version	
v1	28/09/2020	New SOP	Head of Service	
V2	25/05/2022	Revised SOP	Medical Director / Director of Operations	
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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