

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Palliative Care Patients	Doc. No.	CL020
Scope	Operational Directorate Clinical Directorate		
Purpose	Ensuring that terminally ill patients are assessed and managed effectively with care, empathy and respect and their carers taken into account in line with the Integrated Mersey Palliative Care Team (IMPACT) model.		
Guidelines	Terminally ill patients are by default visited urgently according to clinical need unless a documented reason for not doing so is entered into the notes. Terminally ill patients are not admitted to hospital without taking into account the wishes of the patient and carers and exploring other options. Care and compassion are key parts of the management of the terminally ill. In line with the IMPaCT model all actions should be documented within the patient record and all relevant information in the wider record accessed, taken into account and transmitted to those responsible for ongoing care.		
PROCEDURE		RESPONSIBILITY	
1	Patient demographics recorded. Record that the patient is terminally ill or for palliative care if the caller indicates or there is a Special Patient Note indicating such. Prioritisation for triage set via 111 'Clinical Pathways', defaults to 20 minute DCA.	NHS 111 Heath Advisor	
2	Following assessment of the patient's needs the outcome of the assessment could be one of the following in line with the IMPaCT model: 1. Face-to-face intervention via a home visit 2. Telephone advice 3. Face-to-face via an Urgent Care Centre appointment (rarely) 4. Clinical intervention from another health care professional 5. Intervention of social services 6. Medication request 7. Hospice or secondary care admission 8. Contact with cancer care professionals Terminally ill patients who require a PC24 clinician visit are by default visited urgently unless a documented reason for not doing so is entered into the notes	Primary Care 24 Clinician	
3	All face-to-face consultations with palliative patients are to be forwarded for dispatch by the triaging clinician and completed within the timescale recommended. The default priority for terminal care patients is Urgent (within 2 hours).	Primary Care 24 Clinician	

4	During consultations with terminally ill patients, PC24 clinicians must read and consider any Special Patient Notes, Advance Care Plans, Care of the Dying Pathways, Preferred Place of Care documents, DNACPR forms or other specific directives available via the IMPaCT model protocols when making their assessments, planning interventions and communicating with patients and carers.	Primary Care 24 Clinician
5	Documentation of consultations with terminally ill patients should include details of the problem, the assessment, the intervention and any information given to the patient and carers. We must also record any information that will enhance understanding of the wishes and concerns of patients and carers and share it appropriately with other services according to the IMPaCT model.	Primary Care 24 Clinician

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Palliative Care Patients		Doc. No.	CL020
Version			v9		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service / Medical Lead		
Date Ratified			Dec 2006		
Department of Originator			Integrated Urgent Care		
Responsible Executive Director			Medical Director		
Responsible Manager/Support			Head of Service / Medical Lead		
Date Issued			Dec 2006 (Original)		
Next Review Date			January 2022		
Target Audience			Clinical / Operational		
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V6	2006 - 2013	Reviewed and updated accordingly		Various	
V7	March 2015	Reviewed and updated accordingly		Clinical Leads / Clinical Governance Manager	
V8	October 2015	Change of responsible director		Medical Lead / Clinical Governance Manager	
V8.1	February 2018	Minor wording changes		Medical Lead, Integrated Urgent Care	
V9	January 2020	Updated to align with Integrated Mersey Palliative Care Team (IMPaCT) model		Medical Lead, Integrated Urgent Care	
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.					