

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Clinician Home Visiting Procedure		Doc. No.	CL028
Scope		Operational Directorate	Clinical Directorate		
Purpose		To ensure prompt commencement of shift without loss of visiting time. To ensure liaison with home visiting dispatcher regarding arrival and completion times. To ensure removal of all patient identifiable information from the vehicle at the end of shift.			
Guidelines		To ensure prompt completion of home visits without unnecessary delays.			
PROCEDURE				RESPONSIBILITY	
1	All clinicians must ensure they follow the operation of the 'Aremote' as specified in this document for their own safety. Clinicians and drivers are jointly responsible for removing all patient identifiable information from the vehicle and returning it to the shift manager at the end of the shift. DRIVERS AND CLINICIANS ON SHIFT ARE REMINDED NOT TO USE THE VEHICLE FOR ANY PURPOSE OTHER THAN VISITING PATIENTS.			Urgent Care 24 Clinician / Driver	
2	The clinician is to report to either the home visiting dispatcher or the shift manager at start of the shift. They must then log on to the Adastra system in the call centre to record their arrival. The visiting team should collect a medical bag located outside of the 'Medicines Room'. Prior to going out on home visits you must: <div>A. Locate and record the bag number you are taking B. When you collect your prescriptions, inform the person signing them out to you what the bag number is so they can note it on the prescription form C. Before getting into the vehicle you must check the contents of the bag - this will only need to be done if the bag is unsealed</div>			Urgent Care 24 Clinician / Shift Manager / Home Visit Dispatcher	

	D. Ensure you have an adequate amount of supplies for your session (e.g. gloves, tongue depressors etc.)	
3	<p>The clinician will also collect a mobile phone, which will be housed with the driver's phone. The driver may already have taken this to the car at the start of the shift. As a safety protocol you must take this phone into all home visits with you, it is advised you place it in the front of the bag.</p> <p>If the clinician is required to triage calls they will remain within Wavertree HQ or other centre.</p> <p>If the clinician is required to attend a home visit they must log out of Adastra at HQ or the centre. The clinician will sign for and receive a hand-written prescription pad from the home visit dispatcher and proceed to the vehicle.</p>	Urgent Care 24 Driver / Clinician
4	The driver will have the Adastra V3 Aremote system switched on in readiness for the first visit. The clinician must log onto the Adastra screen in the usual way (refer to pictorial instructions). Once logged on the clinician status will change to 'clinician present'. At this point you will be able to access the clinical information.	Urgent Care 24 Driver / Clinician
5	The laptop is to be shared between the driver and the clinician. The drivers have signed confidentiality agreements and need to be privy to the patient demographics of the visits coming up, in order to plan routes in-between home visits and to note any changes or cancellations that may have been made via the dispatcher.	Urgent Care 24 Driver / Clinician
6	<p>The clinician will open the clinical record for the next visit, ring the patient and or representative, introduce themselves, ensure they are speaking to the correct person to protect patient confidentiality, and inform the recipient of the call of the estimated arrival time.</p> <p>The clinician will ascertain any further clinical and access information and enter this in the Adastra history field.</p>	Urgent Care 24 Clinician
7	On arrival at the visit address, the clinician will select the appropriate case and press the start button to record the start time of the consultation. If you forget to press the start button then this can be reset later using the modify time box (refer to instructions located in the car/s).	Urgent Care 24 Clinician
8	If no answer is obtained when visiting, the clinician must make a decision based on the clinical details. The shift manager must be	Urgent Care 24 Clinician / Shift

	informed of the action recommended by the clinician. If there is a risk of the patient coming to harm, all steps needed to mitigate harm must be taken. This might include ringing local hospitals to check the patient has not already been admitted or requesting assistance from the police to gain entry. The shift manager or clinician may escalate this decision to the director on-call.	Manager / Director On-Call
9	<p>During the visit the clinician will confirm the history, make an appropriate clinical examination, make an assessment, discuss the management with the patient and / or their carer, and ensure that they are clear on what further action should be taken.</p> <p>On returning to the vehicle any further clinical information elicited on the visit should be entered into the appropriate sections of the Adastra clinical record. Additional information recorded on paper notes should be entered into the computer record at this stage. The time of completion of the call should be entered before completion.</p>	Urgent Care 24 Clinician
10	<p>Any prescription issued should be handed to the patient or their representative, entered via the prescription module and recorded as 'hand-written'.</p> <p>If medication is dispensed from the boxes in the car, the prescription immediately should be entered onto the computer. For all dispensed items a prescription should be hand-written and given to the driver.</p> <p>If you incorrectly misuse / write a prescription, please write 'VOID' across the front and pass to the driver – do not destroy the prescription.</p>	Urgent Care 24 Clinician
11	For the next visit, the clinician will follow the procedure in sections 4 10 as documented above.	Urgent Care 24 Clinician
12	If there are no further visits to undertake and there is still time remaining prior to completion of the shift, the clinician will return to base to triage calls.	Urgent Care 24 Clinician
13	<p>In the event of no computer being available in the vehicle, the clinician will keep appropriate written records and will enter all details from the written records onto the computer at the base on their return and before completing the shift.</p> <p>The start and finish times should be corrected before filing using the 'Modify Times' tab.</p>	Urgent Care 24 Clinician

14	The clinician will liaise with the shift manager prior to completing their shift and will ensure that all paperwork containing patient identifiable data is returned to the shift manager.	Urgent Care 24 Clinician
15	Urgent Care 24 will inform the patient's registered GP practice of the outcome of the visit before the start of the next working day.	Urgent Care 24 Administration Team
16	<p>It is the clinicians responsibility at the start and end of each session to:</p> <ol style="list-style-type: none"> 1. Ensure that there is no clinical waste or any other items left behind that do not belong to the medication bag and that you dispose of correctly and safely any items you may have brought back with you. (Used sample bottles, used ear probe covers etc.) 2. Please make sure that any used sharps, needles or lancets, are disposed of in the sharp bins provided, either the mini sharps bin placed in each bag or the sharps bin placed in the boot of each car. 3. If you check and find any items that have been left you must report any findings to the shift manager or logistics manager, informing them of the bag number of which the item was located and raise an incident report. It is the clinician's responsibility to dispose of items in the appropriate manner. <p>Please see Appendix A - Procedure for Signing Out the Clinicians Black Bag</p>	Urgent Care 24 Clinician / Shift Manager / Home Visit Dispatcher

Appendix A

Procedure for Signing Out the Clinicians Black Bag

Evening and Weekend Med Drivers / Clinicians

PLEASE ENSURE THAT YOU **SIGN THE BAG OUT ON THE PRESCRIPTION LOG** SHEET WHEN YOU TAKE IT.

(Bag number is in Gold on the front and back of the bag).

Evening / Weekends – Black Clinician bags will be left outside the meds room. Please make a note of the bag number and make sure you or the shift manager has written it on the Prescription log sheet when you collect your prescriptions ready to take out.

There is a column on the sheet to record these.

	OUT				IN			
Clinicians Name	Start serial No.	End serial No.	Equip bag no.	Clinician's signature	Start serial No.	End serial No.	Clinician's signature	S.S Initials

Clinicians - When returning the clinicians black bag, can you please ensure that you have placed back in any equipment you may have used at the end of your shift.

If you are taking a bag that is not sealed it is the Clinicians responsibility to cross check that all the contents are there before going out on Home Visits.

N.B. It is the Clinician's responsibility to make sure that no clinical waste is left in the bags.

Drivers / Shift Managers – If you go into the meds room the bag(s) under the placed under the “Huyton Sign” are for this service only and nowhere else.

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Title		Clinician Home Visiting Procedure		Doc. No.	CL028
Version			V7		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			July 2007 (original)		
Department of Originator			Out-of-Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Out-of-Hours Service Manager		
Date Issued			July 2007 (original)		
Next Review Date			January 2021 (or when there is a change in procedure)		
Target Audience			Out-of-Hours Operational and Clinical Staff		
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V5	2007 – 2012	Prepared & Reviewed		Various	
V1.1	October 2010	Reviewed by T Tarbuck /J.Shaw		GP / Medical Director	
V1.2	January 2012	Reviewed by GPs		GP / Medical Director	
V1.3	31.07.13	Reviewed and updated		Medical Director / CG Manager	
V1.4	16.11.13	Reviewed and updated by clinical lead / GP		Medical Director / CG Manager	
V1.5	15.12.15	Reviewed and updated by logistics manager and clinical lead		Logistics Manager	
V6	June 2017	Reviewed and updated		Head of Service / Medical Lead	
V7	February 2018	Sections 5 and 8 added, sections 2,7 and 10 amended		Logistics Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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