## 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:<br>• Available to salaried and associate clinicians only<br>• At least 6 months experience in PC24 out of hours service<br>• Average of 20 clinical hours per week<br>• At least one face to face session per month<br>• Two thirds of hours to be worked during out of hours period<br>• Audit scores remain compliant<br>• Requirement to attend a PC24 site in the event of technical issues<br>• Requirement to attend a PC24 site if requested given more than 6 hours' notice. | | | |

| **PROCEDURE** | | **RESPONSIBILITY** |
|---|---|---|
| **1** | Clinicians who meet the criteria for remote working are required to be signed off by a clinical lead and Head of Integrated Urgent Care *(see Appendix 1)*. | PC24 Clinician/Clinical Lead/ HoIUC |
| **2** | Remote working risk assessment will be completed to ensure the location of work is appropriate | Service Manager/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.<br><br>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**<br><br>Patient confidentiality and data protection must be adhered to at all times whilst working for PC24.<br><br>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.<br><br>All calls made by the using the kit will be recorded. | PC24 Clinician / IT team |
| 5 | **Technical issues**<br><br>Any delays in logging in due to technical problems should be reported as soon as possible to the Shift Manager on 0151 221 5837.<br><br>If the issue is unable to be resolved, the clinician must attend a PC24 site within 1 hour to complete the remainder of the shift.<br><br>The clinician is required to bring the equipment to Wavertree within 24 hours for the IT team.  The Shift Manager will log a job on the IT helpdesk.<br><br>Any further shifts booked before the problem is resolved should be completed at a PC24 site. | PC24 Clinician / Shift Manager |
| 6 | **Electronic Prescribing**<br><br>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 | **Remote working audit**<br><br>Regular audits will be completed to ensure that remote working clinicians are fulfilling enough clinical hours on the rota. | PC24 Rota team |
| 8 | **Clinical Audit**<br><br>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 |
| 9 | **Failure to comply with these guidelines may result in the withdrawal of the privilege of remote working.** | |

**Sign off sheet for remote working clinicians**

| | |
|---|---|
| Has the clinician been approved for remote working by a clinical lead and the Head of IUC? | |
| 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:

- Available to salaried and associate clinicians only
- At least 6 months experience in PC24 out of hours service
- Average of 20 clinical hours per week
- At least one face to face session per month
- Two thirds of hours to be worked during out of hours period
- Audit scores remain compliant
- Requirement to attend a PC24 site in the event of technical issues
- Requirement to attend a PC24 site if requested given more than 6 hours' notice.

Clinician Name …………………………………………………………

Date …………………………………

**Final authorisation**

| Role | Signed | Print | Date |
|---|---|---|---|
| Clinical Lead | | | |
| Head of IUC | | | |

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

# STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

| Title | Clinician Remote Working Guidelines | | Doc. No. | OP0273 / CL071 |
|---|---|---|---|---|
| Version | | v1 | | |
| Supersedes | | N/A – New SOP | | |
| Approving Managers/Committee | | Head of IUC | | |
| Date Ratified | | 28/09/2020 | | |
| Department of Originator | | Integrated Urgent Care | | |
| Responsible Executive Director | | Director of Service Delivery | | |
| Responsible Manager/Support | | Head of IUC | | |
| Date Issued | | 01/10/2020 | | |
| Next Review Date | | 01/10/2021 | | |
| 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** |
| | | | |

| 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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