

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

<b>Title</b>	<b>Asylum Practice Health Assessments at Hotels and Remote Sites</b>	<b>Doc. No.</b>	<b>CL082 OP0288</b>
<b>Scope</b>	<b>Clinical and Operational Directorate</b>		
<b>Purpose</b>	To ensure Clinicians and Admin Support staff are clear in the process for carrying out Health Assessments to residents at Asylum and Refugee designated hotels and remote sites.		
<b>Guidelines</b>	<p>In all instances patient demographics are to be registered onto the EMIS record.</p> <p>All health assessments are to be recorded on the newly registered patient EMIS record.</p> <p>All PC24 equipment as described in Point 1 below must be signed out of Birley Court before each daily session and signed back in at the end of each day.</p> <p>PC24 Mobile phones are to be put on charge overnight at the end of every session.</p> <p>Daily appointment diaries will be set up to take account of travel and break times.</p> <p>All staff will undergo a lone worker risk assessment for each site they work from.</p>		
PROCEDURE		RESPONSIBILITY	
<b>1.</b>	<p>The Clinician and Admin Support will begin their shift at Birley Court and collect</p> <ul style="list-style-type: none"> <li>• Laptop(s) and charger(s)</li> <li>• Mobile Phones and chargers</li> <li>• Medical bag to be checked – Appendix 1)</li> <li>• PPE equipment</li> </ul> <p>Cables and plugs to be checked by staff to ensure they are intact with no damage. Laptops and mobile phones must be signed out before leaving Birley Court.</p> <p>The medical bag should be replenished and checked before start of every session. The medical bag should be signed out to confirm checked. At the end of every session</p>	Asylum Clinician / Admin Staff member	

	<p>all equipment in medical bag should be cleaned down and signed back in to confirm.</p> <p>PPE should consist of gloves, aprons, masks and eye protection.</p> <p>All PC24 equipment returned should be cleaned down with antiseptic wipes.</p>	
2.	<p>Clinician and admin support will travel in one vehicle where possible to the designated hotel / remote site. Local induction to be completed on staff's first visit at each site.</p> <p>Travel will be using own vehicle and mileage claimed back through iTrent as travel expenses.</p>	Asylum Clinician / Admin Staff member
3.	<p>The clinician will base themselves in the designated room where health assessments will commence as per appointment times.</p> <p>Each assessment will be complete within 45 minutes.</p>	Asylum Clinician / Admin Staff member
4.	<p>The admin support staff member will locate the patient and complete their registration on EMIS.</p> <p>An appointment will be booked on completion of the registration and the time and location will be communicated to the patient using designated visual paper clock with directions</p>	Asylum Clinician / Admin Staff member
5.	<p>Where the clinician identifies a patient requires onward referral to another service, staff at Birley Court will action the necessary referral with the clinician having completed the necessary documentation within the patient record.</p> <p>If an urgent referral is required for same day hospital assessment or treatment, the clinician will be responsible to undertake appropriate communication with secondary care (phone, letter).</p>	Asylum Clinician / Admin Staff member
6.	<p>Upon completion of the appointment diary the clinician and admin staff support member will return to Birley Court together.</p> <p>DNA patients will be followed up by admin team at Birley Court as with current practice.</p>	Asylum Clinician / Admin Staff member
7.	<p>Upon arrival back at Birley Court all PC24 equipment, as described in Point 1, will be cleaned down using antiseptic wipes and signed back in.</p>	Asylum Clinician / Admin Staff member

EQUIPMENT BAGS CONTENTS	GP PAPERWORK
Pregnancy test kit Steret Swabs Tendon Hammer KY Jelly Hand Gel Digital Thermometer Gloves Tongue Depressors Batteries Otoscope Stethoscope BP Monitor with range of cuff sizes Glucose Monitor Pulse Oximeter Peak Flow Meter & Mouth pieces Multistix Urine Bottles	Safeguarding booklet Blank letterhead Envelopes

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<b>Version</b>		1			
<b>Supersedes</b>		new			
<b>Approving Managers/Committee</b>		SMT			
<b>Date Ratified</b>					
<b>Department of Originator</b>		AMAS			
<b>Responsible Executive Director</b>		IUC Director of Service Delivery			
<b>Responsible Manager/Support</b>		Service Manager, Liverpool Area			
<b>Date Issued</b>		03/11/2021			
<b>Next Review Date</b>		03/11/2022			
<b>Target Audience</b>		Clinicians and Operational Staff			
<b>Version</b>	<b>Date</b>	<b>Control Reason</b>		<b>Accountable Person for this Version</b>	
1	03/11/2021	New SOP		Julie Omar	
<b>Reference documents</b>		<b>Electronic Locations</b>	<b>Locations for Hard Copies</b>		
Managing National Quality Requirements (NQR) compliance and demand procedure. SOPS – OP216, OP010, OP012, OP014		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ .....	Standard Operating Procedures File in the Call Centre.		
<b>Document Status:</b> 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.					