

## Liverpool & St Helens Extended Access Principles

### 1. Diaries

Bookings will be made by GP practices for triage 7 days in advance. Triage diaries are to be opened 7 days in advance and rolling (8<sup>th</sup> day opened each morning).

Face to face diaries to be opened once all GP resources are accounted for each day. This is to ensure diaries are managed efficiently allowing for last minute absence.

### 2. GP Requests

- GPs will not be paid for travel time
- GPs will not be given breaks additional to those pre-set according to their hours

Any request outside of this must be the decision of the Service Manager.

### 3. Mobile Phone

The EA Service will have a contingency mobile which must be put on charge each morning. The mobile phone will be set up for groups to enable quick texts

- GP group contact
- ANP group contact
- EA receptionist contact

This will enable proactive approach to confirming sessions / attendance. Securing resources for unfilled / last minute cancellations

### 4. On Shift Daily Tasks

#### Checking Diaries

- Daily check of diary for following day clinical and reception cover
- Send out group text reminder
- Source any cover required through the relevant group text
- For every consultation sent a slot note **must be** entered stating 'sent', date and initial of person sending

#### Prescriptions

- All prescriptions must have Name and Date of Birth of patient on every email
- Prescriptions to be emailed individually through the usual process
- Multiple prescription emailing should be avoided
- If for any reason, a multiple prescription email is sent it **must** document clearly as '**Multiple Prescriptions**

**Attached'** on the email along with each Name and Date of Birth of patient listed for every prescription attached

### Consultation Audit

- Each morning every consultation from the previous day to be checked by viewing comment slot notes
- Random cases (x 3) to be selected and audited for submission of consultation
- Audit check of **every** Urgent and 2wk referral to be completed daily

### Escalation

- Any cases found to be not sent, or slot note not completed, are to be checked, processed immediately and documented on the slot note as 'sent, date and initial of person sending'.
- A note of the incident is to be reported to the Service Manager in **all** instances

### Consultation Record - St Helens

- Process consultation email (as per Workbook)
- When sent, move the sent email to the folders below in the email account
  - StH ExA folder or
  - StH 2ww folder

To access secure email

- search google 'nhsmail'
- select referrals (email address)

**Note:** Sometimes due to heavy traffic of users on the secure email means you may have to defer sending consultations until access is available. In this instance you should enter a comment on the slot note of the relevant appointment as follows \*\*\* email waiting to be sent \*\*\* . When the mail is confirmed as sent, enter a further slot note as 'DOC SENT' the date and initial of person confirming.

### Registering Patients

- Each morning, check patient on diaries and register where applicable
- Process for registering patients is documented in the Workbook.
- Primary search when registering patients should always be NHS number **and** patient date of birth, then the patient name.