

## Urgent Care 24

### STANDARD OPERATING PROCEDURE DOCUMENT

<b>Title</b>	<b>Management of DCM Pools after 10:00PM</b>		<b>Doc. No.</b>	
<b>Scope</b>	<b>Operational Directorate</b>			
<b>Purpose</b>	To ensure that when the Halton overnight GP is undertaking home visits, the safety of patients is not clinically compromised			
<b>GUIDELINES</b>	<b>The Supervisor/Queue Coordinator must ensure that both the Halton DCM and UC24 pools are monitored and managed taking into account patient safety ensuring that calls received for Halton are dealt with by a UC24 GP in the event the Halton overnight GP is undertaking Home visits. This includes calls in Advice.</b>			
<b>PROCEDURE</b>			<b>RESPONSIBILITY</b>	
<b>1</b>	The Shift supervisor must be aware that the halton service operates with 1 GP from 10:00pm. This GP is based at Widnes from 7:00pm until 10:00pm. After this time the Widnes base closes meaning the GP will either undertake Home Visits or go to Runcorn to undertake Triage/UCC appointments until 8:00AM the following morning.		Shift Supervisor	
<b>2</b>	Calls that come in for Halton after 22:00pm will primarily be dealt with by the Halton GP. Calls include Halton DCM, Halton Advice, Home Visits, and UCC Appointments.		Shift Supervisor	
<b>3</b>	The Shift Supervisor must keep in regular contact with the Halton driver/GP to ascertain their whereabouts; this will ensure that the Halton DCM pool is managed safely.		Shift Supervisor	
<b>4</b>	If the Halton GP has to leave base to undertake home visits, the driver/GP must communicate with the supervisor to inform them that they are leaving Runcorn. Calls that are received into the Halton DCM pool must be handled by an available UC24 Associate GP; this is to ensure that patient safety is not compromised.		Shift Supervisor Driver/Halton GP	
<b>5</b>	The Shift Supervisor should call in the UC24 Standby GP if demand dictates that extra clinical cover is required to cover both pools.		Shift Supervisor	
<b>6</b>	It is vitally important that the Supervisor keeps in regular contact with the Halton Driver to update the whereabouts of the Halton GP. This will allow the Supervisor to decide the most suitable course of action to use when managing Halton calls.		Shift Supervisor	

Reference documents	Electronic Locations	Locations for Hard Copies
	Urgent Care 24 Intranet / SOPs / * Clinical Operations Admin section  Please delete as appropriate *	Standard Operating Procedures File in the Call Centre.

**Document Status:**

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