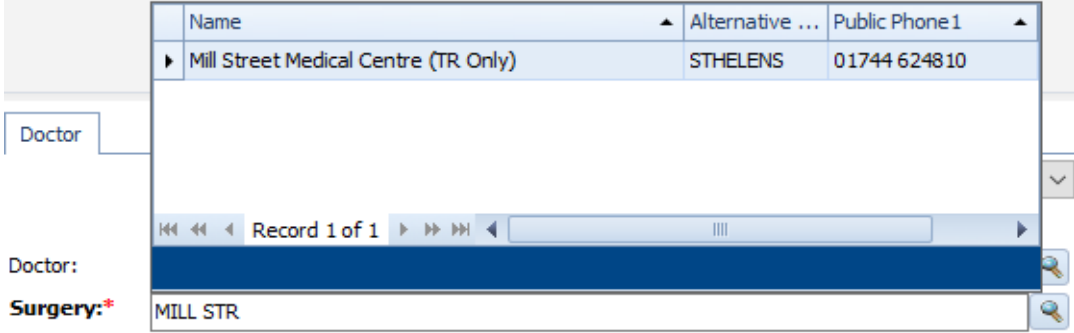


STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Immediate Necessary Treatment (INT) and Temporary Resident (TR) Patient Encounter Forms Sent to Patient’s own GP Surgery and ‘Not our Patient’ (NOP) Faxes		Doc. No.	OP005
Scope		Operational Directorate	Operational Administration		
Purpose		To provide medical advice or treatment to patients who are not currently registered with a GP within Primary Care 24’s catchment area. To ensure all Temporary Resident encounters handled by the organisation are sent to the patient’s own GP within acceptable timeframes. To ensure ‘Patient Encounter Forms’ are forwarded to the patient’s own GP surgery. To ensure ‘Not Our Patient’ forms, received back into the organisation, are redirected to the correct surgery in a timely manner.			
GUIDELINES		<u>DEFINITION OF A TR:</u> A patient who is registered in a GP practice outside of Primary Care 24’s catchment area. The patient has contacted Primary Care 24 as they require medical advice or treatment. <u>DEFINITION OF AN INT:</u> A patient who is not currently registered with a GP practice anywhere. The National Quality Requirement (NQR 2), relating to communication of patient encounters to the patient’s own surgery, states that at least 95% of patient encounters with the organisation must be transmitted by 08:00hrs on the next working day.			
PROCEDURE					RESPONSIBILITY
1.	Temporary Resident Take all patient demographics and GP surgery, as per training, and confirm in full to ensure accuracy. Spellings of both first and surnames must also be confirmed. Confirm and document the patient’s current location if different to the patient’s home address.				Primary Care 24 Operational Staff

1.	<p>Conduct a 'PDS' search before entering the patient's GP surgery details. When a 'PDS' search is performed, it will erase any previously entered information entered in the 'Doctor' field in Adastra and result in the 'Registration Type' appearing blank. Ensure the GP surgery box in the 'PDS' search has the tick box deselected before completion of the 'PDS' search.</p> <p>Once the 'PDS' search has been completed, select 'Temporary Resident' from the dropdown menu in the 'Registration Type' field.</p> <p>Enter the name of the patient's own GP and surgery within the 'Doctor' field and enter 'Primary Care 24 in-house Practice' in the 'Surgery' field of Adastra.</p> <p>For Temporary Residents usually registered in South Sefton, or the surgeries in St Helens that are not covered by Primary Care 24, please see section 3 and follow the instructions provided instead of the process described in this section.</p>	Primary Care 24 Operational Staff
2.	<p>Immediate Necessary Treatment</p> <p>Take all patient demographics and GP surgery, as per training, and confirm in full to ensure accuracy. Spellings of both first and surnames must also be confirmed. Confirm and document the patient's current location if different to the patient's home address.</p> <p>Conduct a 'PDS' search before entering the patient's GP surgery details. When a 'PDS' search is performed, it will erase any previously entered information entered in the 'Doctor' field in Adastra and result in the 'Registration Type' appearing blank. Ensure the GP surgery box in the 'PDS' search has the tick box deselected before completion of the 'PDS' search.</p> <p>Once the 'PDS' search has been completed, select 'INT' from the dropdown menu in the 'Registration Type' field.</p> <p>Free-type the word 'Unregistered' within the 'Doctor' field and enter 'Primary Care 24 in-house Practice' in the 'Surgery' field of Adastra.</p> <p>INT calls received through the Health Care Professional line and NHS 111 from another area of the country are to be passed back to NHS 111. Shift Manager to contact the relevant NHS 111 provider, using the Case ID within the Adastra case record.</p>	Primary Care 24 Operational Staff

	<p>INT calls received from NHS 111 for patient living within the St Helens area are to be despatched into the DCA pool and triaged by a Primary Care 24 Clinician. If the patient requires to be seen an appointment or home visit can be arranged by the triaging clinician.</p>	
3.	<p>Temporary Resident Process for South Sefton Patients</p> <p>Take all patient demographics and GP surgery, as per training, and confirm in full to ensure accuracy. Spellings of both first and surnames must also be confirmed. Confirm and document the patient's current location if different to the patient's home address.</p> <p>Conduct a 'PDS' search before entering the patient's GP surgery details. When a 'PDS' search is performed, it will erase any previously entered information entered in the 'Doctor' field in Adastra and result in the 'Registration Type' appearing blank. Ensure the GP surgery box in the 'PDS' search has the tick box deselected before completion of the 'PDS' search.</p> <p>Once the 'PDS' search has been completed, select 'Registered' from the dropdown menu in the 'Registration Type' field.</p> <p>Enter the patient's own GP details in the 'Surgery' section of Adastra. The Adastra system will not allow the entry of surgery details for patients in the South Sefton area for practices not covered by Primary Care 24.</p> <p>This process has been put in place to try and alleviate the number of Temporary Resident encounters that need to be faxed to GP practices. The majority of Temporary Resident encounters originate from the South Sefton area. By allowing the entry of these surgeries it will mean that the patients' encounters are sent electronically, automatically, by Adastra.</p> <p>The surgery will have the words '(TR only)' documented next to its name. If a patient is currently outside of the Primary Care 24 catchment area these should be refused as per current protocols. This process is only designed for patients currently requesting treatment or advice whilst in Primary Care 24's catchment area. See example below:</p>	<p>Primary Care 24 Operational Staff</p>

		
<p>4.</p>	<p>Temporary Resident Process for St Helen Patient's</p> <p>Take all patient demographics and GP surgery, as per training, and confirm in full to ensure accuracy. Spellings of both first and surnames must also be confirmed. Confirm and document the patient's current location if different to the patient's home address.</p> <p>Conduct a 'PDS' search before entering the patient's GP surgery details. When a 'PDS' search is performed, it will erase any previously entered information entered in the 'Doctor' field in Adastra and result in the 'Registration Type' appearing blank. Ensure the GP surgery box in the 'PDS' search has the tick box deselected before completion of the 'PDS' search.</p> <p>Enter the patient's own GP details in the 'Surgery' section of Adastra. The Adastra system will not allow the entry of surgery details for patients in the St Helens area for practices not covered by Primary Care 24.</p> <p>This process has been put in place to try and alleviate the number of Temporary Resident encounters that need to be faxed to GP practices. The majority of Temporary Resident encounters originate from the St Helens area. By allowing the entry of these surgeries it will mean that the patients' encounters are sent electronically, automatically, by Adastra.</p> <p>Patient's living within the St Helens area and registered with any practice within appendix B to be referred back to NHS 111.</p> <p>Patient's living within the St Helens area and registered with any practice within appendix A, Primary Care 24 will accept the details.</p> <p>Patient's living within the St Helens area and with registered with any GP practice within appendix A, Primary Care 24 will accept the details.</p>	<p>Primary Care 24 Operational Staff</p>

	<p>Patient's living and registered with a GP practice within appendix B and are currently located within Liverpool, Knowsley or Halton, Primary Care 24 will accept as a "Temporary Resident" (TR)</p> <p>Patients registered with GP practice within St Helens from appendix B but are currently staying with family/friend who are registered with a GP practice from appendix A. Primary Care 24 will accept as a "Temporary Resident" (TR)</p>	
5.	<p>Calls transmitted from NHS 111 as a TR or INT must be amended if necessary to comply with this procedure. When a member of the operational team contacts the patient to confirm demographics they should pay particular importance to the 'Surgery' and 'Doctor' fields, as the information provided may not be correct.</p> <p>If the information provided in the 'Surgery' or 'Doctor' fields is different to that of the information provided by the patient / carer, then amend the case appropriately and document your changes.</p>	Primary Care 24 Operational Staff
6.	<p>Both TR and INT cases received are forwarded to the PC24 SPN e-mail address. Print these cases and leave the printed copy in the 'Temporary Resident' log book which is located in the shift manager pedestal.</p>	Primary Care 24 Shift Manager
7.	<p>The details of patients who have contacted Primary Care 24, and logged as INT (Immediate Necessary Treatment), are investigated using the 'PDS' search and Open Exeter by the overnight shift manager. Should it be found that they are registered with a GP practice, amend the details on Adastra and fax the consultation details.</p> <ul style="list-style-type: none"> • Go into the menu item 'Database Options' and select 'Case Edit' • Type in the case number and select the patient's record • The own GP details will be in the information under the 'Doctor' tab, typed in by the referral coordinator • Fill out a specific 'TR fax header' form and fax to the patient's own GP surgery • Check the fax has gone through successfully and log the fax confirmation time in the 'Temporary Resident' log book and sign this entry as completed • Update the patient record on Adastra by selecting 'Case Edit' to update the case 	Primary Care 24 Shift Manager

	The PDS search needs to be completed at the point of faxing to ensure the correct surgery is selected.	
8.	<p>For patients who have contacted Primary Care 24 and have been logged as a TR (Temporary Resident), ensure the own GP surgery details are confirmed by the overnight Shift Manager using a 'PDS' search or Open Exeter. Once the details are confirmed, print a copy of the Adastra consultation, fill out a specific 'TR fax header' and fax the patient's details to their own GP. Once confirmed the fax has gone through successfully, log the fax confirmation time in the 'Temporary Resident' log book and sign this entry as completed.</p>	Primary Care 24 Shift Manager
9.	<p>'Not Our Patient' Cases</p> <p>When a GP surgery returns a patient encounter, detailing that it is for a patient who is not registered with their practice, it is necessary to ensure the details are forwarded to the patient's correct GP practice.</p> <p>Identifying the correct GP practice should be investigated using a 'PDS' search and / or Open Exeter, by the overnight shift manager. Should the correct GP practice be identified, amend the details on Adastra and fax the consultation details as follows:</p> <ul style="list-style-type: none"> • Select 'Database Options' and select 'Case Edit' • Enter the case number and select the patient's record • The patient's own GP details will be stored in the 'Doctor' tab, typed in by the referral coordinator • Fill out a specific 'TR fax header' form and fax to the patient's own GP • Check the fax has gone through successfully and log the fax confirmation time in the 'Temporary Resident' log book and sign this entry as completed • Update the patient record on Adastra by selecting 'Case Edit' to update the record • If the fax fails or the surgery don't have a fax machine, call the surgery for a secure email address. • Email the surgery from the SPN email account <p>PDS search needs to be completed at the point of faxing to ensure the correct surgery is selected.</p>	Primary Care 24 Operational Staff

Appendix A

Central Surgery
 Dr Rahils Surgery
 Four Acre Health Centre
 Marshall Cross Medical Centre
 Mill Street Medical Centre
 Newholme Surgery
 Berrymead Family Medical Centre
 Ormskirk House Surgery

Appendix B

Ashton Green Clinic – (Branch Surgery)
 Bethany Medical Centre
 Bowery Medical Centre
 Burtonwood Village Surgery – (Branch Surgery)
 Cornerstone Surgery
 Crossroads Surgery
 Esscleston Medical Centre
 Garswood Surgery
 Halefield Medical Centre – (Branch Surgery)
 Hall Street Medical Centre
 Haydock Medical Centre
 Hollybank Surgery
 Lime Grove Surgery
 Lingholme Health Centre
 Longton Medical Centre
 Newton Community Hospital
 Newton Medical Centre
 Park House Surgery
 Parkfield Surgery
 Patterdale Lodge Medical Centre
 Rainbow Medical Centre (Robins Lane & Elephant Lane)
 Rainford Health Centre
 Rainhill Village Surgery
 Recreation Drive Surgery
 Sandfield Medical Centre
 Spinney Medical Centre
 The Kenneth Macrae Medical Centre
 The Surgery – (Branch Surgery WN5, WA5 & WA12)
 Vistan Road Surgery
 Windermere Medical Centre – (Branch Surgery)

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Immediately Necessary Treatments (INTs) and Temporary Residents (TRs)	Doc. No.	OP005
Version		v12		
Approving Managers/Committee		Head of Operations and Performance		
Date Ratified		04.10.2013		
Department of Originator		Operations		
Responsible Executive Director		Director of Operations and Performance		
Responsible Manager/Support		Service Managers		
Date Issued		04.10.2016 - Original		
Review Date		December 2021		
Target Audience		Operations		
Version	Date	Control Reason	Accountable Person for this Version	
V7	04.10.2013	Reviewed and updated as required.	Head of Operations and Performance	
V8	20.12.2016	Reviewed and updated as required	Shift Manager	
V9	29.12.2017	Reviewed and updated as required	Training Manager	
V10	14.06.2019	Reviewed and updated as required	Head of Urgent Care	
V11	27.06.2019	Reviewed and updated as required	Operational Trainer	
V12	04.12.2019	Reviewed and update to include St Helens	Service Manager	

Reference documents	Electronic Locations	Locations for Hard Copies
	Primary Care 24 Intranet / SOPs / Operations	Standard Operating Procedures File in the Call Centre.
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.		