

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Use of Telephone Advice Pool		Doc. No.	OP010
Scope	Operational & Clinical Directorate	Operational Administration		
Purpose	To ensure that calls placed into the 'Advice' pool are actioned in a timely manner and that patients do not experience a long wait for a second clinical contact should it be required.			
Guidelines	In all instances actions should be recorded or documented within the patient's record.			
PROCEDURE			RESPONSIBILITY	
1	Patient receives a Definitive Clinical Assessment (DCA) from clinician following normal procedures.		Primary Care 24 Clinician	
2	<p>Following DCA further action may be required for one, or some, of the following reasons:</p> <ol style="list-style-type: none"> 1. Patient does not want a visit or UCC appointment despite recommendation of DCA clinician (in most cases this will be a refused UCC) 2. Patient requires second telephone advice consultation prior to any further UCC or visit (patient may have some further information they need to update the clinical team about) 3. Clinician wants patient to receive a further telephone advice call and not close the call at the DCA stage 4. Pharmacist or other health professional forwards call to 'Advice' pool for attention of a GP 5. Patient does not attend for UCC appointment (see OP013) 6. Patient wants to cancel call because their condition has improved <p>If the call is placed in the 'Advice' pool for none of the reasons above then the same timescales detailed below still apply.</p>		Primary Care 24 Clinician / Operational Personnel	

3	<p>Shift managers and team leaders must scan the 'Advice' pool once every 15 minutes for any calls placed in there – it is ultimately the responsibility of the shift manager to ensure this occurs.</p>	<p>Primary Care 24 Shift Manager / Team Leader</p>
4	<p>Calls in the 'Advice' pool then require the following action:</p> <ul style="list-style-type: none"> • If a clinician is to stand down on the call this must be completed within one hour of the call being dispatched into the 'Advice' pool • If a clinician wishes to visit the patient because of clinical need, or ask the patient to attend the UCC because of clinical need, the call must be forwarded by the clinician as a home visit or UCC within one hour of the call being dispatched into the 'Advice' pool • If the patient requires further telephone advice prior to an agreed UCC or visit then the advice must be undertaken within one hour of the call being dispatched into the 'Advice' pool • If the clinician undertaking the initial DCA and the patient have agreed that a second telephone assessment is appropriate this must be undertaken within one hour of the call being dispatched into the 'Advice' pool • Timings – when a call is updated for further clinical assessment as described above i.e. telephone advice, UCC or home visit – the time we are measured against commences again when the update is made 	<p>Primary Care 24 Shift Manager / Team Leader / Clinician</p>
5	<p>If a clinician feels that a second clinical consultation needs to take place with the patient MORE THAN ONE HOUR after the initial DCA then the clinician must inform the shift manager / team leader, who will then create a new call and defer it until the contact time required by the clinician. This call will then need to be dispatched to the 'DCA' pool where normal DCA time limits apply.</p>	<p>Primary Care 24 Clinician / Shift Manager / Team Leader</p>

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Title	Use of Telephone Advice Pool		Doc. No.	OP010
Version	V7			
Supersedes	V6			
Approving Managers/Committee	Head of Service			
Date Ratified	November 2008 (Original)			
Department of Originator	Operations			
Responsible Executive Director	Director of Operations and Performance			
Responsible Manager/Support	Service Manager			
Date Issued	November 2008 (Original)			
Next Review Date	September 2022			
Target Audience	Out of Hours Operations			
Version	Date	Control Reason	Accountable Person for this Version	
V1 – V5	2008 - 2013	Created, reviewed and updated as required	Various	
V6	January 2017	Reviewed and updated as required	Shift Manager	
V7	19.08.2019	Reviewed and updated as required	Shift Manager	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/	Standard Operating Procedures File in the Call Centre.	
<p>Document Status: 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.</p>				