

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

|            |  |                      |   |       |
|------------|--|----------------------|---|-------|
| Title      | Failure to Contact Patients  |                      | Doc. No.  | OP014 |
| Scope      | Operational Directorate  | Clinical Directorate |   |       |
| Purpose    | To ensure that there is a robust process in place should a clinician be unable to contact a patient / carer.<br><br>This is to be done in a timely manner to ensure the service adheres to National Quality Requirement (NQR) timeframes and that patient safety is not compromised.   |                      |   |       |
| Guidelines | In all instances actions should be recorded or documented within the patient record.   |                      |   |       |
| PROCEDURE  |  |                      | RESPONSIBILITY  |       |
| 1          | Clinicians to contact the patient within the DCA time period. The shift manager and / or team leader must be informed immediately if unable to contact the patient so steps can be taken to locate an alternative means of contact or if the patient has attended hospital.<br><br>First failed attempts should be completed within NQR timeframes:<br><br>Emergency – 15 minutes<br>Urgent – 15 mins Pathfinder, 20 mins all other urgent calls<br>White Calls (Less Urgent) – 1 hour<br>Green Calls – 6 hours<br><br>Further attempts to contact must be made within the following timeframes:<br><br>Emergency – 15 minutes<br>Urgent – 20mins<br>White (Less Urgent) – 1 hour<br>Green Calls – 2 hours<br><br>If after three attempts no contact is made with the patient / carer (i.e. engaged, no answer, voicemail) the call should be risk assessed based on the information available and either stood-down or sent for a home visit on patient safety grounds by the clinician and the shift manager must be informed. |                      | Urgent Care 24<br>Clinician / Shift Manager / Team Leader |       |

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|          | <b>Wrong numbers must be reported to the shift manager / team leader by the clinician immediately.</b>  |  |
| <b>2</b> | <p>Shift manager to initiate search of patient's demographics on the Adastra database and / or Open Exeter.</p> <p>Shift manager can also contact NHS 111 to verify number provided is correct.</p> <p>Clinician to complete call-back in the above timeframes.</p>   | Urgent Care 24 Shift Manager / Team Leader |
| <b>3</b> | <p>If the search is unsuccessful the call is to be stood-down or a home visit sent to the patient's location.</p> <p>The call must be stood-down or a decision to made to visit immediately after the 3<sup>rd</sup> failed attempt to contact the patient.</p> <p>If the patient is to be visited the clinician will assign the clinical priority to apply once the call is changed to a home visit.</p> <p>Shift managers and team leaders are responsible for adhering to these timeframes.</p> <p><b>Calls must not be cancelled in these circumstances.<br/>Calls must not be placed into the 'Advice' pool.</b></p> | Urgent Care 24 Shift Manager / Team Leader |
| <b>4</b> | If there is no answer at the home visit please refer to <b>SOP OP012</b> – 'Patient Not at Home'.   | Urgent Care 24 Shift Manager / Clinician   |
| <b>5</b> | <b>Please note at times of escalation the number of call-back attempts may be reduced in-line with the Escalation Management Action Cards. These can be found as the appendices of the Business Continuity Action Cards.</b>  | Urgent Care 24 Operational Personnel       |
| <b>6</b> | <b>A further note regarding demand of DCA – comfort calls are too be made on all of the failed to contact calls if an attempt to contact cannot be made within the guidelines.</b>  | Urgent Care 24 Operational Personnel       |

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| Title   |            | Failure to Contact Patients   |  | Doc. No.  | OP014 |
| Version   |            | 9   |  |   |       |
| Supersedes  |            | 8   |  |   |       |
| Approving Managers/Committee  |            | Head of Service   |  |   |       |
| Date Ratified   |            | October 2013  |  |   |       |
| Department of Originator  |            | Out-of-Hours  |  |   |       |
| Responsible Executive Director  |            | Director of Service Delivery  |  |   |       |
| Responsible Manager/Support   |            | Service Managers  |  |   |       |
| Date Issued   |            | October 2013  |  |   |       |
| Next Review Date  |            | January 2020  |  |   |       |
| Target Audience   |            | Operational and Clinical Teams  |  |   |       |
| Version   | Date       | Control Reason  |  | Accountable Person for this Version                   |       |
| V1 – V7   | 04.10.2013 | Review and update as required   |  | Head of Operations and Performance                    |       |
| V8  | 24.07.2015 | Review and update as required   |  | Head of Operations and Performance                    |       |
| V9  | 25.01.2018 | Reviewed and updated to update job titles, responsibilities and specify timescales for safe operational performance |  | Medical Lead, Integrated Urgent Care                  |       |
| Reference documents   |            | Electronic Locations  |  | Locations for Hard Copies                             |       |
| OP012   |            | Urgent Care 24 Intranet   |  | Standard Operating Procedures File in the Call Centre |       |
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