

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Receiving Calls from a Public Telephone Box		Doc. No.	OP015
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure that patients that have contacted NHS 111 from a public pay-phone are dealt with in a professional manner and not left isolated and vulnerable.			
Guidelines	Include within the patient record that the patient / caller / carer location is in a public call box if not previously noted by NHS 111.			
PROCEDURE			RESPONSIBILITY	
1	Establish if the patient has access to a land-line number or mobile number for the clinician to call back on. If the number belongs to someone else it can be used as long as they are with, or are going to be with the patient within 20 minutes.		Primary Care 24 Referral Coordinator	
2	If it is not possible to obtain a contact number from the patient then enter the callbox phone number in the phone number store field. If it is the patient calling then you must put the location of the callbox in the current location field (e.g. callbox outside Tesco's Old Swan). If the caller is a friend / relative or carer put their location in the symptoms box. Ensure location is appropriately documented.		Primary Care 24 Referral Coordinator	
3	<p>If the caller is the patient and you identify an ILTC then inform the patient to stay exactly where they are as you will be arranging an emergency ambulance which will be sent to their location.</p> <p>If you rule out any ILTC symptoms tell the caller to remain by the public phone as a clinician will call-back within 20 minutes.</p> <p>Before finishing the call inform the caller that if they do not get a call-back from Urgent Care 24 within those 20 minutes to call NHS 111 back in case the clinician cannot get through.</p>		Primary Care 24 Referral Coordinator	

	Calls from public telephone boxes are an exception to the Aداstra Case Prioritisation Protocol (ACPP).	
4	Inform the caller that you will have a clinician call back within 20 minutes, ask the caller to stay by the telephone box and to keep the telephone line free.	Primary Care 24 Referral Coordinator
5	Shift manager to identify the call and pass the call to a clinician as quickly as practicable.	Primary Care 24 Shift Manager

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Title	Receiving Calls from a Public Telephone Box		Doc. No.	OP015
Version	V8			
Supersedes	V7			
Approving Managers/Committee	Head of Service			
Date Ratified	September 2007			
Department of Originator	Operations			
Responsible Executive Director	Chief Operating Officer			
Responsible Manager/Support	Service Managers			
Date Issued	September 2007 (original)			
Next Review Date	September 2022			
Target Audience	Out of Hours Operations			
Version	Date	Control Reason	Accountable Person for this Version	
V1-V6	11/2008-03/2012	Created, reviewed and updated as required	Various	
V7	03/2017	Reviewed and updated as required	Head of Service	
V8	09/2019	Reviewed and updated as required	Various	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/	Standard Operating Procedures File in the Call Centre.	
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