

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Logging Call Back within Adastra	Doc. No.	OP016
Scope	Operational / Clinical Directorate		
Purpose	To ensure a call back received from NHS 111 or a Health Care Professional via the HCP line, is documented electronically with the patient's Adastra record.		
Guidelines	NHS 111 or a Health Care Professional may make further calls into the service in the event the patient's condition may have changed or there is a change to the patient's demographics previously provided. It is essential for all information to be accurate and up to date for when a Clinician from Primary Care 24 makes contact with the patient or patient's representative.		
PROCEDURE		RESPONSIBILITY	
1.	<p>Logging Call back within "Case Entry"</p> <p>Take the callers contact number, patient's surname and date of birth.</p> <p>If there is a "live call" within the Adastra system, a box will appear with the patient's initial call number, demographics and current status – either Doctor Advice, On-line clinician (UCC appointment/Home Visit) or awaiting Dispatch.</p> <p>If the caller is reporting a change in the patient's condition, please document this within the call back box. For any ILTC condition, please follow ILTC training document. Select "Call Back" option to update the call.</p> <p>Any change in the patient's condition including worsening or any new symptoms must be reported immediately to the Shift Manager or Senior Urgent Care Co-ordinator.</p>	Primary Care 24 Operational Team	
2.	<p>Logging Call back within "Case Edit"</p> <p>If a prompt does not appear within the "Case Entry" option on Adastra, a call back option can also be completed within "Case Edit" When selecting this option confirm the patient's name, date of birth and home address. Once these details</p>	Primary Care 24 Operational Team	

	<p>are confirmed, record a call-back by selecting “Log Call back” and “Update”</p> <p>If the caller is reporting a change in the patient’s condition, please document this within the “comments box” For any ILTC conditions, please follow the ILTC training document. Select “Call Back” option to update the call.</p>	
3.	<p>Once a call back has been logged, it is important that any further contacts made into the service relating to an active call in the system for a patient are logged and documented.</p>	Primary Care 24 Operational Team
4.	<p>For any call backs received for a patient, whose case is no longer active in the system. Operational staff are to request a new call to be sent from NHS 111 or request the details of the patient when call is received via the Health Care Professional line.</p>	Primary Care 24 Operational Team

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Title		Logging Call Backs within Adastra		Doc. No.	OP016
Version			v12		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			October 2013		
Department of Originator			Operations		
Responsible Executive Director			Director of Operations		
Responsible Manager/Support			Service Manger		
Date Issued			October 2013		
Next Review Date			April 2021		
Target Audience			Operational		
Version	Date	Control Reason		Accountable Person for this Version	
V7 – V9	2013 – 2015	Reviewed and updated as required		Various	
V10	January 2017	Reviewed and updated as required		Head of Service / Shift Manager	
V11	February 2018	Reviewed and updated as required		Training Manager	
V12	April 2020	Reviewed and updated as required		Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
Managing National Quality Requirements (NQR) compliance and demand procedure. SOPS – OP216, OP010, OP012, OP014		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
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