

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

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| <b>STANDARD OPERATING PROCEDURE DOCUMENT (SOP) Title</b> | <b>Patient Transport Procedure</b>  | <b>Doc. No.</b>  | <b>OP020</b> |
| <b>Scope</b>   | <b>Operational &amp; Clinical Directorates</b>  |  |              |
| <b>Purpose</b>   | To appropriately transport patients from their place of residence to an Urgent Care Centre (UCC) appointment and back to their place of residence.  |  |              |
| <b>Guidelines</b>  | Transfer to secondary care may be authorised and requested by a clinician only, when they deem it to be safe and appropriate for the patient, and or the taxi service, and the clinician has documented such within the clinical record.  |  |              |
| <b>PROCEDURE</b>   |   | <b>RESPONSIBILITY</b>                                  |              |
| <b>1</b>   | The decision to offer patient transportation to a designated Urgent Care Centre (UCC) is at the discretion of the clinician or the Shift Manager if appropriate.  | Primary Care 24 Clinician                              |              |
| <b>2</b>   | <p>Prior to the patient / carer being given an allocated collection time, they must have been given the opportunity of trying to obtain their own transportation to an UCC.</p> <p>It is inappropriate for the dispatcher to question the individual's ability to access their own transport.</p> | Primary Care 24 Dispatcher                             |              |
| <b>3</b>   | If the patient / carer is unable to obtain their own transport, Primary Care 24 is to provide transportation to the appropriate UCC. Primary Care 24 will provide transport via the service's taxi account. The dispatcher will make an entry in the taxi log book.                               | Primary Care 24 Dispatcher                             |              |
| <b>4</b>   | Listed below are the only grounds on which transport is not to be offered. Primary Care 24 policy is to provide transport on a CLINICAL NEED basis only.  | Primary Care 24 Clinician / Dispatcher / Shift Manager |              |

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|          | <b>Exclusion criteria:</b> <ul style="list-style-type: none"> <li>• Unaccompanied children under the age of 18</li> <li>• Patients losing bodily fluids</li> <li>• Patients with issues or lacking mental capacity which may make the offer of transport inappropriate.</li> <li>• Patients on the 'Zero Tolerance List'</li> </ul>  |   |
| <b>5</b> | Patients who are wheelchair users requiring transportation to an UCC - the UCC dispatcher / shift manager will inform the taxi service that a vehicle with wheelchair access will be required for the transportation of the patient.   | Primary Care 24<br>Dispatcher / Shift<br>Manager                              |
| <b>6</b> | It is the responsibility of the Primary Care 24 clinician to try and ensure that patients make their own transportation arrangements to the UCC.   | Primary Care 24<br>Clinician  |
| <b>7</b> | <p>In the event of a patient requiring transfer to secondary care and an ambulance is deemed inappropriate by the consulting clinician, a clinician may authorise the use of transportation by the taxi service to secondary care. It should be made clear that any ongoing transport will not be arranged. The transfer must be deemed safe by the clinician for both the patient and the taxi driver and documented as such within the patient record. The request for this transfer must be communicated effectively with the Primary Care 24 dispatcher and / or shift manager.</p> <p><b>It is not appropriate to use PC24 fleet cars in this instance.</b></p> | Primary Care 24<br>Clinician / Driver /<br>Dispatcher / Shift<br>Manager      |
| <b>8</b> | Transportation to and from pharmacies is to be considered only under exceptional circumstances and when not to do so would be detrimental to the health and wellbeing of the patient. This must be agreed by both the shift manager and clinician. This is to be documented within the patient record. Precise details of this must be communicated effectively and in a timely fashion with the Primary Care 24 receptionist and the taxi company.  | Primary Care 24<br>Shift Manager /<br>Clinician /<br>Receptionist /<br>Driver |

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|---|------------|----------------------------------|--|---|-------|
| Title   |            | Patient Transport Procedure      |  | Doc. No.  | OP020 |
| Version   |            |                                  | V9                                     |   |       |
| Supersedes  |            |                                  | V8                                     |   |       |
| Approving Managers/Committee  |            |                                  | Head of Operations and Performance     |   |       |
| Date Ratified   |            |                                  | 07.10.2013                             |   |       |
| Department of Originator  |            |                                  | Operations                             |   |       |
| Responsible Executive Director  |            |                                  | Director of Operations and Performance |   |       |
| Responsible Manager/Support   |            |                                  | Service Managers                       |   |       |
| Date Issued   |            |                                  | 2013 (originally)                      |   |       |
| Next Review Date  |            |                                  | September 2021                         |   |       |
| Target Audience   |            |                                  | Operational and Clinical Personnel     |   |       |
| Version   | Date       | Control Reason                   |  | Accountable Person for this Version                   |       |
| V6  | 07.10.2013 | Reviewed and updated as required |  | Head of Operations and Performance                    |       |
| V7  | 28.09.2016 | Reviewed and updated as required |  | Head of Operations                                    |       |
| V8  | 24.02.2017 | Reviewed and updated as required |  | Head of Service                                       |       |
| V9  | 20.08.2019 | Reviewed and updated as required |  | Head of Service                                       |       |
| Reference Documents   |            | Electronic Locations             |  | Locations for Hard Copies                             |       |
|   |            | Urgent Care 24 Intranet          |  | Standard Operating Procedures File in the Call Centre |       |
| Document Status: This is a controlled document.<br>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. |            |                                  |  |   |       |

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