

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Doc. No.	OP021
Home Visit Dispatching Procedure			
Scope	Operational & Clinical Directorate	Operational Administration	
Purpose	<p>To ensure prompt commencement of shift without loss of visiting time.</p> <p>To ensure liaison between the Driver and Home Visiting Dispatcher/Shift Manager regarding Arrival and Completion times.</p> <p>To ensure prompt communication regarding patient information/deterioration.</p>		
GUIDELINES	<p><b>This process is to ensure that the Home Visits Dispatcher remains in control of visiting workload and does not despatch multiple calls to the cars.</b></p>		
PROCEDURE			RESPONSIBILITY
1.	<p>The Driver is to report to the Shift Manager at start of shift to verify vehicle and Clinician and to liaise with Home Visiting Dispatcher.</p> <p>Shift Manager to inform drivers that the Home Visits despatcher is now the contact person dealing with all home visits. If drivers have any queries they are to go through the Home Visits despatcher telephone line only.</p>		PC24 Driver
2.	<p><u>Under normal circumstances the Driver and Clinician are expected to have left base within a maximum of 15 minutes of commencement of the shift if visits are available.</u></p> <p>Home Visit Dispatcher to issue prescriptions and GP bag checklist forms to visiting clinician before commencing home visits.</p> <p>Driver to inform Home Visit Dispatcher to send Clinician to car and that the first call can now be passed to the Aremote.</p> <p>When a call has been received via Aremote, the Driver is to confirm with the Home Visit Dispatcher that they have received the call, quoting the call number.</p> <p>Home visit dispatcher/Shift Manager to liaise with Driver before sending further visits to the car to ensure driver is aware of the logistics/patient details and any change/further information regarding home visit.</p>		PC24 Driver / Home Visit Dispatcher / Shift manager / Clinician

	<p>If a dispatched home visit cannot be completed, the driver is to inform Home Visit Dispatcher, who will then return the case to the dispatch screen with full documentation on the reason why.</p> <p>If no visits are available the Home Visit Dispatcher / Shift Manager must ensure that the Clinician undertakes triage calls prior to leaving on first visit.</p> <p>The Shift manager/Dispatcher to be aware that the visiting clinician will need adequate time to complete the calls on Adastra on completion of the visiting shift.</p>	
3.	<p>The home visiting dispatcher will be aware that a call is waiting to be dispatched. The triaging Clinician will document their notes to state that the visiting clinician will visit within a 1, 2 or 6 hour timeframe. If the triaging clinician has failed to make a note of the ETA the dispatcher will contact the clinician to ascertain if the patient/representative has been informed of the expected time of arrival by the visiting clinician and update records accordingly. If the patient/representative has not been informed of the ETA the dispatcher will contact the patient/representative using the following procedure.</p> <p>“Good morning/ afternoon / evening, this is the out of hours GP service. I understand that one of our clinicians has informed you that he/she has advised a visit for (state name) I am ringing to inform you that the clinician should be with you within the next hour / 2 hours / 6 hours. However in the meantime if (patient name) condition deteriorates please do not hesitate to call NHS 111 back.</p>	PC24 Clinician/Driver / Home Visit Dispatcher
4.	<p>Once advised please select call, go into case edit and record that the patient (representative) was advised of the ETA of the clinician.</p>	Home Visit Dispatcher
5.	<p>Once the driver has arrived at the current visit's location they must inform the Home Visits despatcher who will then telephone the next patient to advise the clinician will be visiting shortly and determine if there has been any change in circumstances or deterioration of condition.</p> <p>When the call is completed the Driver must inform Home Visit Dispatcher of their completion time and move on to the next visit as soon as possible.</p> <p>If no change to next visit's details/condition please pass call to the med car and continue from point 3 onwards until all home visits are complete.</p>	PC24 Driver / Home Visit Dispatcher

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<b>Title</b>	<b>Home Visit Dispatching Procedure</b>		<b>Doc. No.</b>	<b>OP021</b>
Version		V5		
Approving Managers/Committee		Head of Service		
Date Ratified		November 2010		
Department of Originator		Integrated Urgent Care		
Responsible Executive Director		Director of Service Delivery		
Responsible Manager/Support		Service Managers		
Date Issued		November 2010 – Original		
Review Date		May 2021		
Target Audience		Operations		
<b>Version</b>	<b>Date</b>	<b>Control Reason</b>	<b>Accountable Person for this Version</b>	
V1	November 2010	Created	Head of Operations and Performance	
V2	February 2012	Reviewed and updated as required	Head of Service	
V3	December 2015	Reviewed and updated as required	Head of Service	
V4	January 2017	Reviewed and updated as required	Shift Manager	
V5	March 2019	Reviewed and updated as required	Interim Service Manager	
<b>Reference documents</b>		<b>Electronic Locations</b>	<b>Locations for Hard Copies</b>	
		Urgent Care 24 Intranet / SOPs / Operations	Standard Operating Procedures File in the Call Centre.	
<b>Document Status: This is a controlled document.</b> <b>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.</b>				