

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Operational guidance for the passing of DCA calls to the GP Practice after 8am	Doc. No.	OP0265
Scope	Operational Directorate		
Purpose	To provide operational staff with a clear procedure for the passing of active calls for patients within the DCA pool to the GP practice received before 08:00am Monday to Friday		
Guidelines	<p>The out of hours (OOH) service is operational from 18.30 each weekday and finishes at 08:00 each morning. Any DCA and COVID calls which are currently active and have been received during this time frame will be passed back electronically to the patient's registered GP surgery.</p> <p>This procedure is only applicable to patients registered with a Liverpool GP practice</p> <p>This procedure will not include Pathfinder calls</p>		
PROCEDURE		RESPONSIBILITY	
1.	NHS 111 cases will be automatically received via the electronic link. The call will appear in '111 Cases Awaiting Confirmation' screen located in the Adastra main menu.	Primary Care 24 Operational Team / NHS 111	
2.	<p>Once the call has been electronically received, operational staff will have to confirm Primary Care 24 provide out of hours cover for the patient, if not staff are to pass the call back to NHS 111 and provide the "External Case ID" number and ask NHS 111 to take the call back.</p> <p>Once it has been confirmed that Primary Care 24 provide cover for this patient during the out of hours, confirm the patient's demographic details and perform a PDS search.</p> <p>Case to be dispatched to the 'DCA' pool</p>	Primary Care 24 Operational Team/ NHS 111	
3.	<p>Monday to Friday 08:00</p> <p>Any calls which have been received prior to 08:00 and are currently active in the DCA are to be passed back to</p>	Primary Care 24 Operational Team/ Admin support team	

	<p>the patient's own GP surgery using the following process:</p> <ul style="list-style-type: none"> • Go to Case tracking • Right click on the case • Select "send to V3 Despatch List" <p>Once the call has been updated, document with the "General Edits" call to be passed back to patient's registered GP Practice</p>	
4.	<p>The call will then appear on the despatch screen on Adastra.</p> <p>Double click onto the call and select "Message Handling"</p> <p>Select "verbal"</p> <p>Once this option has been selected, document within the Notes box "Call to be passed to on GP surgery"</p>	<p>Primary Care 24 Operational Team/ Admin support team</p>
5.	<p>Adastra will confirm once call has been completed and will provide a call number as a reference.</p> <p>From this point, the call will be electronically transferred to the patient own GP practice to follow up on the patient's care.</p>	<p>Primary Care 24 Operational Teamn/ Admin support team</p>

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Title	Operational guidance for the passing of DCA calls to the GP Practice after 8am		Doc. No.	OP0265
Version	v1			
Supersedes	N/A – New SOP			
Approving Managers/Committee	Director of Service			
Date Ratified	06/04/2020			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Interim Head of Urgent Care			
Date Issued	06/04/2020			
Next Review Date	06/04/2021			
Target Audience	IUC Contact Centre			
Version	Date	Control Reason	Accountable Person for this Version	
v1	06/04/2020	New SOP	Interim Head of Urgent Care	
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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