

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Receptionist – Adastra Competent and the Use of NHS Choices		Doc. No.	OP061
Scope		Operational Directorate	Primary Care 24 Receptionists		
Purpose		To ensure all receptionists are aware of the correct procedure for arriving patients onto the Adastra system and to follow procedures in respect of prescriptions.			
Guidelines		Facilitating the smooth continuation of the patient journey. Accurate recording of information in respect of prescriptions.			
PROCEDURE				RESPONSIBILITY	
1	At commencement of duty the receptionist must log into the Adastra V3 system using their username and password.			Primary Care 24 Receptionist	
2	The receptionist must be able to access the appointment book and Definitive Clinical Assessment (DCA) pool. The patient arrival scene can be accessed by selecting the ‘Record Patient Arrival’ option which is located at the top of the Adastra main menu.			Primary Care 24 Receptionist	
3	Upon patient arrival, the receptionist must ask for the patient’s full name, date of birth and first line of home address. The receptionist must make sure the right patient record is selected before arriving them electronically on Adastra. Double-clicking on the patient’s record on Adastra will open up the patient’s full demographics. If an error is found on the patient’s record during confirming the demographics, the receptionist can continue with the arrival procedure but must inform an dispatcher, team Leader or the shift manager once the patient is seated.			Primary Care 24 Receptionist	
4	Patients must be seen in order of appointment time, not arrival time. If the patient demonstrates deterioration in condition it must be brought to the clinician’s attention. It is the clinician’s decision on the grounds of patient care to see patients out of sequence, but the shift			Primary Care 24 Receptionist / Clinician	

	manager, dispatcher or team leader must be made aware as soon as possible.	
5	Throughout the duration of the shift the clinician will be required to complete DCA calls between appointments. As part of the operational team it is the receptionist's duty to keep in touch with the team leader or shift manager in relation to the 'DCA' pool. The 'DCA' pool can be located in 'Doctor Options' on the Adastra main menu.	Primary Care 24 Receptionist / Shift Manager / Team Leader
6	<p>The receptionist must have full knowledge of the clinical priorities associated with the National Quality Requirements to which Primary Care 24 adheres and their time parameters.</p> <p>DCA: Emergency 20 minutes, Urgent 20 Minutes, Less Urgent 60 minutes.</p> <p>Face-to-face: Emergency 1 hour, Urgent 2 hours and Less Urgent 6 hours</p> <p>Throughout the duration of the shift the receptionist must inform the shift manager or dispatcher of any patients arriving late or non-attendees. This must be undertaken as soon as it is recognised and no later than one hour to maintain patient safety and avoid a breach in the National Quality Requirements.</p>	Primary Care 24 Receptionist / Shift Manager / Team Leader
7	As part of your receptionist duties you will be required to fax completed prescriptions to pharmacies nominated by the patient. The clinician will document the name of the chemist on the top of the prescription, the chemist details can be found using www.nhschoices.uk and selecting 'Pharmacy' list. The receptionist must confirm by telephone the receipt of the prescription as fax confirmation is not always reliable. Once you are satisfied the prescription has been received by the pharmacy it may be posted into the secure post boxes located at each UCC centre.	Primary Care 24 Receptionist / Clinician
8	<p>The receptionist must be able to access the internal e-mail system within Adastra. The e-mail option is located in the Adastra main menu.</p> <p>E-mails must be checked as early into the shift as practicable.</p>	Primary Care 24 Receptionist

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Title		Receptionist – Adastra Competent and the Use of NHS Choices		Doc. No.	OP061
Version			v6		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Out-of-Hours		
Date Ratified			17.10.2013 (original)		
Department of Originator			Operations		
Responsible Executive Director			Director of Operations		
Responsible Manager/Support			Urgent Care Centre Manager		
Date Issued			17.10.2013 (original)		
Next Review Date			September 2022		
Target Audience			Operational Staff		
Version	Date	Control Reason		Accountable Person for this Version	
V1 - V4	2013 - 2017	Review		Various	
V5	26.06.2017	Review of SOP		Urgent Care Centre Manager	
V6	August 2019	Review and update as required		Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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