

**STANDARD OPERATING PROCEDURE DOCUMENT (SOP)**

<b>Title</b>		<b>Receptionist Procedure at Alder Hey Childrens Hospital (AHCH) – GP Diversion in ED (Emergency Department)</b>		<b>Doc. No.</b>	<b>OP083</b>
<b>Scope</b>		<b>Operational Directorate</b>			
<b>Purpose</b>		To ensure effective use of the AHCH referral pathway.			
<b>PROCEDURE</b>				<b>RESPONSIBILITY</b>	
<b>1</b>	The ‘GP Diversion’ will operate from 14:00 to 22:00, Sunday to Friday, inclusive of Bank Holidays. Clinicians will undertake consultations with patients presenting with primary care needs, referred from ED. The Primary Care 24 (PC24) receptionist will support the PC24 clinician on shift by providing administrative assistance.			Primary Care 24 Receptionist / Clinician	
<b>2</b>	Receptionist to report to ‘Reception Base’ at ‘Emergency Department Nurses Station’ in ‘Minors’ section – The receptionist will set up the clinicians consulting cubicle (cubicle 8) with all necessary equipment, prescriptions, paperwork and medication trolley.			Primary Care 24 Receptionist	
<b>3</b>	Receptionist to retrieve the medication trolley from the ID pass-protected back office located behind the Emergency Department’s main ‘Reception Desk’. Receptionist will place the trolley in cubicle 8 for the entirety of the shift. At the end of the shift the receptionist will return the medication trolley to the back office.  The medication trolley should not be left unattended at any time. Should the clinician leave cubicle 8, the receptionist will either work from cubicle 8 or take the trolley to the back office until the clinician returns.			Primary Care 24 Receptionist	
<b>4</b>	The receptionist will need to retrieve the key to the medication trolley at the start of the shift. The key should remain with the receptionist for the entirety of the shift. If the clinician requires access to the medication trolley, the receptionist will access the trolley with the clinician.			Primary Care 24 Receptionist / Alder Hey Lead Nurse (ED)	

	The medication trolley key is stored in Alder Hey's 'Controlled Drugs Cupboard' located in ED between shifts. Access to this cupboard can only be sought by the Lead Nurse on duty. At the start of the shift the receptionist should identify who the Lead Nurse is and ask for the medication trolley key from the cupboard. At the end of the shift the receptionist should return the medication trolley key to the Lead Nurse to be stored.	
5	Receptionist is to inform Wavertree HQ or the shift manager if the clinician arrives late or finishes their shift early. The person receiving the notification should update the rota accordingly.	Primary Care 24 Receptionist / Shift Manager / Admin Team
6	<p>In the unlikely event of a clinician failing to attend the session, the receptionist must inform a member of Wavertree HQ (Monday to Friday before 18:00) or the shift manager (Sunday, Bank Holidays and weekdays after 18:00). The person receiving the call should try to ascertain the whereabouts of the clinician.</p> <p>The receptionist must then contact the 'Senior ED Coordinator' and relay if the clinician is delayed or not able to attend. The name and contact details of the 'Senior ED Coordinator' should be taken and given to the Wavertree HQ or the shift manager in case further liaison is required.</p>	Primary Care 24 Receptionist / Shift Manager / Admin Team / Alder Hey Senior ED Coordinator
7	<p>ED triage nurse will assess children attending ED at point of arrival. The 'Manchester Triage System' will be used at this stage. Children identified as requiring 'Primary Care' will be diverted to PC24.</p> <p>ED triage nurse will book the child into an appointment slot using the PC24 appointment proforma.</p>	ED Triage Nurse / Primary Care 24 Receptionist / Clinician
8	<p>Receptionist will record the patient's demographics and reported condition using information from the CAS card only. If the NHS number is given on the CAS card this must be entered manually as Smartcards are unable to be used.</p> <p>In-line with Information Governance training and requirements this information will <b>NOT</b> be verbalised between the receptionist and the patient / carer / referrer.</p> <p>The case type should be recorded as '<b>Alder Hey PCC Referral</b>' with a '<b>Less Urgent</b>' priority.</p>	Primary Care 24 Receptionist

9	Receptionist will arrange an appointment within Adastra for Alder Hey base.	Primary Care 24 Receptionist
10	Receptionist will arrive the patient on the Adastra system.	Primary Care 24 Receptionist
11	Clinician will work to 15 minute appointment slots. If the appointment slots fall behind time, the clinician should liaise with the PC24 receptionist who will in turn liaise with the ED triage nurse to hold referrals until the clinician has caught up.	Primary Care 24 Clinician / Receptionist / ED Triage Nurse
12	<p>Clinician will see patients in order of appointment time unless clinically appropriate to deviate and such is documented. The receptionist should ensure that any deviation is reported to Wavertree HQ or the shift manager.</p> <p>When the clinician calls the patient into the cubicle 8, the PC24 receptionist will update the '<b>Status</b>' field in Meditech to show the patient is '<b>With Clinician</b>' and the '<b>Clinician</b>' field should be updated to show '<b>GP</b>' in-line with Meditech training document.</p>	Primary Care 24 Clinician / Receptionist / Admin Team / Shift Manager
13	<p>When the clinician has finished the consultation they will hand the CAS card back to the receptionist. These cards are to be kept until the end of the shift and handed back to ED receptionists.</p> <p>If it becomes apparent during the consultation that the attending child will require admission or further ED treatment, the clinician will refer the child back to Alder Hey ED. The clinician will locate the ED consultant and relay verbally the reasons for referring the child back to ED. The clinician will also hand the child's CAS card to the ED consultant. If the ED consultant cannot be located the clinician should liaise with the PC24 receptionist who will liaise with the ED triage nurse.</p>	Primary Care 24 Clinician / Receptionist / ED Consultant / ED Triage Nurse
14	<p>After the clinician has handed back the CAS card to the receptionist, the receptionist will discharge the patient from the Meditech system in-line with the Meditech training document.</p> <p>If the patient has been transferred back to the care of the ED department, the receptionist will change the Meditech status back to '<b>Waiting</b>' and <b>NOT</b> discharge the patient from the Meditech system.</p>	Primary Care 24 Receptionist / Clinician
15	<p>Safeguarding issues should be raised with the following:</p> <ul style="list-style-type: none"> <li>• ED Triage Nurse</li> </ul>	Primary Care 24 Receptionist / Administrator / Shift Manager /

	<ul style="list-style-type: none"> <li>• ED Consultant</li> <li>• PC24 Headquarters (Weekdays till 6pm)</li> <li>• PC24 Shift Manager (weeknights and weekends)</li> <li>• PC24 Medical Lead</li> </ul>	Medical Lead / Alder Hey ED Consultant / ED Triage Nurse
16	<p>Primary Care 24 and AHCH identification badges must be worn at all times on the hospital site (Alder Hey to provide Hospital ID badges)</p> <p><b>Security</b> Receptionist to contact security team if needed using Alder Hey internal phone system – security can be contacted on 3181. The triage nurses can also be contacted if needed on 3709 or 3196.</p> <p><b>Patient Deterioration</b> PC24 receptionist / clinician to contact the Alder Hey ED ‘Crash Team’ using Alder Hey internal phone system. The ‘Crash Team’ can be contacted on 2222 – in addition the clinician can use the emergency red button located in the clinician consultation room.</p> <p><b>Domestic Services</b> Receptionist to contact the domestic team (i.e. patient fluids to be cleaned up) using Alder Hey internal phone system. The domestics can be contacted by bleep using the Alder Hey internal phone system. Pick up the receiver and dial 5555 (new system) or 4999 (old system) then dial 100 followed by the extension number you are calling from.</p> <p><b>Parking</b> PC24 receptionists can use the new multi-storey staff/patient carpark. This can be accessed from East Prescott Road. Entrance is via the front barriers. On exit the receptionist should press the security intercom and explain to Alder Hey security staff that they are the receptionist working for Primary Care 24 in ED. Alder Hey security staff will then lift the barrier to allow exit. There are no reserved spaces so the receptionist should arrive in plenty of time to find a parking space.</p>	Primary Care 24 Receptionist / Alder Hey Staff

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Receptionist Procedure at Alder Hey Childrens Hospital (AHCH) – GP Diversion in ED (Emergency Department)		Doc. No.	OP083
Version			v5		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			July 2007 (original) May 2017 (latest)		
Department of Originator			Out-of-Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Out-of-Hours Service Managers		
Date Issued			July 2007 (original)		
Next Review Date			January 2022		
Target Audience			Out-of-Hours Operational and Clinical Teams		
Version	Date	Control Reason		Accountable Person for this Version	
v1	16.10.2015	New		Head of U&CCS	
v2	17.01.2016	Amended following site relocation		Head of U&CCS	
v3	29.03.2016	Amended following service change		Head of U&CCS	
v4	10.05.2017	Amended following service change		Head of Out-of-Hours	
v5	03.01.2020	Amended following service change		IUC Service Manager	
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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