

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Provision of Care for Patients Based at Her Majesty’s Prison (HMP) Liverpool		Doc. No.	OP106
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure that patients based at HMP Liverpool receive appropriate medical care / treatment depending on their clinical need within the assigned clinical priority.			
Guidelines	Urgent Care Centre appointments will <b>NOT</b> be made for patients based at HMP Liverpool.  Drivers and UC24 clinicians must wear Urgent Care 24 ID badges at all times as access to the prison for home visits cannot be gained without proper ID.			
PROCEDURE			RESPONSIBILITY	
1	HMP Liverpool staff nurse to contact Urgent Care 24 on the ‘Healthcare Professional Line’ 0151 221 5835. These calls will be made by a fully trained nurse. If a member of non-clinical staff from HMP Liverpool contacts to arrange an assessment for a patient they must be advised to call NHS 111.		HMP Liverpool Staff Nurse	
2	Patient demographics are to be taken in line with <b>SOP OP102</b> ‘Calls from Healthcare Professionals’ on Adastra. The caller’s extension number should also be taken and entered into the relevant field.  HMP Liverpool has been set-up within the Adastra database as a surgery named ‘HMP Liverpool’. The designated GP name is also ‘HMP Liverpool’. These details should be entered into the own GP and surgery fields on the demographic screen in Adastra.  The PDS look-up should be attempted however if the HMP Liverpool Staff Nurse cannot confirm the patient’s home information the call should be forwarded to the Adastra trace queue.  Demographics should be entered as given. If previous home details are unknown the details of the prison should be used as home details.		Urgent Care 24 Referral Coordinator	

<b>3</b>	The caller's full name should be taken and entered into the relevant field in Adastra with a caller origin of 'Other'.	Urgent Care 24 Referral Coordinator
<b>4</b>	Case is to be prioritised using 'Adastra Case Prioritisation Protocol' (ACPP) using the disposition given.	Urgent Care 24 Referral Coordinator
<b>5</b>	Urgent Care 24 clinician will assess the patient via telephone triage to decide if a home visit is required or the patient can be managed appropriately by telephone assessment.	Urgent Care 24 Clinician
<b>6</b>	In the case of a home visit the Urgent Care 24 clinician will have prioritised the patient as either a one hour, two hour or six hour priority. The visit is then passed to the appropriate visiting team by the home visits dispatcher who should ensure that both the Urgent Care 24 driver and Urgent Care 24 clinician have valid ID on them. Admittance to the prison will not be permitted without valid ID.	Urgent Care 24 Home Visit Dispatcher / Clinician / Driver
<b>7</b>	Urgent Care 24 driver should contact the prison prior to the visit with an expected time of arrival. It is essential that the Urgent Care 24 driver communicates with the prison if the expected time of arrival changes. This is to avoid the visiting team being kept waiting to enter the prison.  Urgent Care 24 clinician will be accompanied at all times once inside the prison premises.	Urgent Care 24 Driver / Clinician
<b>8</b>	Once the case is completed on Adastra a copy of the patient's demographics and outcome of the encounter is faxed via Adastra directly to the prison, allowing the patient's UC24 encounter to be filed with the patient's prison medical record.	Automatic Fax System
<b>9</b>	Any concerns regarding patient care are to be brought to the attention of the Urgent Care 24 shift manager, manager on-call and director on-call.	All Urgent Care 24 Personnel

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Title		Provision of Care for Patients Based at Her Majesty’s Prison (HMP) Liverpool		Doc. No.	OP106
Version		V2			
Supersedes		V1			
Approving Managers/Committee		Head of Out-of-Hours			
Date Ratified		2006 (original)			
Department of Originator		Out-of-Hours			
Responsible Executive Director		Director of Service Delivery			
Responsible Manager/Support		Head of Out-of-Hours			
Date Issued		2006 (original)			
Next Review Date		June 2019			
Target Audience		Operational and Clinical Out-of-Hours Directorates			
Version	Date	Control Reason		Accountable Person for this Version	
1	2006	New document		Head of Operations	
2	30.06.2017	Review and amendments to existing SOP		Head of Out-of-Hours	
Reference documents		Electronic Locations		Locations for Hard Copies	
OP102		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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