

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Referrals to Health Protection Agency (Formerly Referrals to Public Health)		Doc. No.	OP110
Scope		Operational Directorate	Clinical Directorate		
Purpose		To ensure that when the service is in receipt of two or more home visit requests from a particular nursing or residential home, specifically with symptoms of gastro-intestinal illness, diarrhoea and vomiting or an outbreak of food poisoning. Once reported from the home, Urgent Care 24 informs the Health Protection Agency of the outbreak.			
Guidelines		An outbreak can be defined as two or more cases of the same illness occurring around the same time or within days of each other. In all instances actions should be recorded or documented within the patient record written in conjunction with Health Protection Agency North West Guidelines, February 2011.			
PROCEDURE				RESPONSIBILITY	
1	Call to be taken in the normal manner. The referral coordinator is to inform the shift manager and team leader appropriately that there are multiple calls for the same place of residence, the shift manager and team leader where appropriate will inform the relevant clinician.			Urgent Care 24 Referral Coordinator / Shift Manager	
2	Clinicians will be fully informed prior to contacting the home that more than one resident has the same symptoms. This is to ensure the same clinician undertakes all of the DCA for the residential / nursing home to enable continuity of assessment provided. The clinician will lock all calls that require DCA and will forward the calls as appropriate for a home visit within the window of 1, 2 or 6 hours.			Urgent Care 24 Clinician	
3	Clinician to inform shift manager and home visiting dispatcher that there are multiple home visits to one residential / nursing home.			Urgent Care 24 Clinician / Shift Manager / Dispatcher	
4	Shift manager to contact the residential / nursing home to obtain the following information: <ul style="list-style-type: none">• Total number of residents with diarrhoea and vomiting• Total number of residents residing in the residential / nursing home			Urgent Care 24 Shift Manager	

	<ul style="list-style-type: none"> • Ascertain if any members of staff have contracted the illness • How long has there been symptoms of the illness in the residential / nursing home 	
5	<p>Shift manager to contact PCT Health Protection Agency Directorate on call via the Health Protection Agency telephone number 0844 225 0562 option 1 or OOHs health professionals only on 0151 434 4819 and request to speak to public health on call.</p> <p>You must inform them of the following:</p> <ul style="list-style-type: none"> • The name and address of the residential / nursing home • The total number of D&V reported cases • The total number of residents • The number of staff who have contracted the illness • The period of time that symptoms have been evident at the residence 	Urgent Care 24 Shift Manager
6	<p>Shift manager is to complete an incident form on Datix recording the information as outlined in Section 7 and the date, time, contact number and name of the individual at the Public Health Directorate that the information was reported. Inform the on-call manager and the duty director.</p>	Urgent Care 24 Shift Manager / Service Manager

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Title		Referrals to Health Protection Agency (Formerly Referrals to Public Health)		Doc. No.	OP110
Version			V7		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			31 st December 2007 (original)		
Department of Originator			Out-of-Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Out-of-Hours Service Manager		
Date Issued			31 st December 2007 (original)		
Next Review Date			June 2019		
Target Audience			Out-of-Hours teams		
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V6	December 2007 – October 2012	Reviewed and updated as required		Multiple	
V7	June 2017	Reviewed and updated as required		Head of Service	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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