

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Patients with Deteriorating Condition		Doc. No.	OP218
Scope	Operational Directorate			
Purpose	To give referral coordinators clear procedures with regards to calling ambulances for patients with deteriorating conditions.			
GUIDELINES	Must be read in conjunction with SOP OP010 Use of Telephone Advice Pool, SOP OP016 Logging Call Backs in Adastra and SOP OP216 Comfort Calls.			
PROCEDURE			RESPONSIBILITY	
1	If the patient meets the criteria of an Immediately Life Threatening Condition, the referral coordinator is to follow the ACPD procedure. Under no circumstance may you offer the patient or their representative the choice of calling the ambulance themselves.		Primary Care 24 Referral Coordinator	
2	If ACPD suggests the call is passed to the ambulance service but the patient is reluctant or hesitant in accepting the ambulance, the referral coordinator should follow the ACPD procedure by selecting 'No' or 'Refused'.		Primary Care 24 Referral Coordinator	
3	If the patient refuses the ambulance, the Referral Coordinator is to document that the patient has refused the ambulance in the comments box on ACPD and select 'No' or 'Refused'. The call will then be forwarded to the Definitive Clinical Assessment (DCA) pool prioritised as 'Emergency' and the shift manager or team leader must be alerted. If the patient or the patient's representative contacts the service prior to receiving a call from a clinician, with a deteriorating condition and		Primary Care Care 24 Referral Coordinator / Shift Manager / Team Leader / Clinician	

	<p>falls into the ILTC criteria the referral coordinator will call an ambulance, (OP016), document the ambulance log number and log change in symptoms. The referral coordinator will alert the shift manager who will amend the call, requesting a clinician to safety-net the call in DCA. The call should not be removed from DCA.</p> <p>If the call does not fall into the ILTC criteria but condition has deteriorated, the referral coordinator should document the deteriorating symptoms and alert the shift manager or team leader immediately. The shift manager or team leader will alert a triaging clinician of the changes in the patient's condition immediately.</p>	
4	<p>If the patient accepts that they need to be seen in hospital but are ADAMANT that they will call the ambulance for themselves, the Referral Coordinator must continue with the call documenting the patient's decision in the comments box on ACPP and select 'No' or 'Refused' to the suggested ambulance. The call will be then passed through to the 'DCA' pool prioritised as an 'Emergency'. A clinician will complete the call in accordance with the recommendations outlined in the Royal College of General Practitioners (RCGP) toolkit in relation to safety-netting.</p>	Primary Care 24 Referral Coordinator / Clinician
5	<p>A patient or third party caller may ask the Referral Coordinator to call an ambulance on their behalf. If the symptoms do not indicate an ILTC the Referral Coordinator will advise the patient accordingly and inform the caller that the case will be passed for a Clinician to contact them. The priority will be set in accordance with the presenting symptoms using the ACPP.</p>	Primary Care 24 Referral Coordinator
6	<p>If a patient has been assigned a home visit and prior to the Clinician attending, the patient or their representative contacts Primary Care 24 stating that the patient's condition has deteriorated and that they now require an ambulance, the patient's condition falls into the ILTC criteria - the Referral Coordinator will call an emergency ambulance and then 'Case Edit' the call documenting any further symptoms and with a note of the ambulance log number. The Referral Coordinator will inform the Shift Manager or Team Leader who will edit the case type to 'Doctor Advice', ambulance called and forward to the 'Advice' pool for safety-netting by a Clinician. The Shift Manager will inform the Home Visit Dispatcher of the changes.</p>	Primary Care 24 Referral Coordinator / Shift Manager / Clinician

7	<p>If a patient has been assigned an appointment and contacts Primary Care 24 and states that the patient's condition has deteriorated and now requires an ambulance and the call falls into an ILTC criteria, follow the procedure in part 6. The Shift Manager will inform the Dispatcher of the changes.</p>	<p>Primary Care 24 Referral Coordinator / Shift Manager / Clinician</p>
8	<p>If any contact is made with a patient through a comfort call, logging call backs, managing calls in the advice pool or any other reason for contact the person taking / making the call must enquire as to whether the patient's condition has deteriorated.</p> <p>If the patient meets the criteria of an Immediately Life Threatening Condition, the referral coordinator is to follow the ACPP procedure. Under no circumstance may you offer the patient or their representative the choice of calling the ambulance themselves.</p> <p>The Referral Coordinator will inform the shift manager or team leader who will edit the case type to 'Doctor Advice', ambulance called and forward to the 'Advice' pool for safety-netting by a clinician.</p> <p>If the call does not fall into the ILTC criteria but condition has deteriorated, the referral coordinator should document the deteriorating symptoms and alert the Shift Manager or team leader immediately. The Shift Manager or Team Leader will alert a Triaging Clinician of the changes in the patient's condition immediately.</p>	<p>Primary Care 24 Referral Coordinator / Shift Manager / Clinician</p>

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Title		Patients with Deteriorating Condition		Doc. No.	OP218
Version		V3			
Supersedes		V2			
Approving Managers/Committee		Head of Service			
Date Ratified		14.08.15			
Department of Originator		Out-of-Hours SDU			
Responsible Executive Director		Chief Operating Officer			
Responsible Manager/Support		All Service Managers			
Date Issued		14.08.15			
Review Date		September 2021			
Target Audience		Operations / Clinical			
Version	Date	Control Reason		Accountable Person for this Version	
V1	14.08.2015	Produced to support OP010 / OP016 / OP216		Head of Out-of-Hours	
V2	18.01.2017	Reviewed and updated as required		Head of Service	
V3	05.09.2019	Reviewed and updated		Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
OP010 OP016 OP216		Primary Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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