

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

<b>Title</b>	<b>Director and Manager On Call Procedure</b>		<b>OP225</b>
<b>Scope</b>	<b>All personnel providing on-call duties.</b>		
<b>Purpose</b>	To broadly outline the responsibilities of personnel providing on-call duties at Urgent Care 24.		

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### **1. Introduction and Assurance Statement**

The procedure provides assurance that there is appropriate leadership and capacity available at Urgent Care 24 during the out of hours period to ensure the delivery of safe, caring and effective services.

The out of hours period is defined as:

Monday to Friday – 18.00 to 08.00 hours

Saturday, Sunday and Bank Holidays – 08.00 hours to 08.00 hours

This procedure does not apply to the in-hours period.

This procedure does not provide guidance in relation to specific service delivery issues. All such guidance and information is available through Urgent Care 24 policies and standard operating procedures which are available on the Urgent Care 24 intranet.

All personnel undertaking on-call duties are required to read this document and the Urgent Care 24 Business Continuity Action Cards NHS 111/Out of Hours.

### **2. Duties and Responsibilities**

#### **2.1 Posts with Organisational Responsibilities**

##### Chief Executive

The Chief Executive is the accountable officer for the organisation.

##### Medical Director

The Medical Director is responsible for clinical care, working closely with the Director of Quality and Patient Safety, who is the senior Nurse within the organisation.

##### Chief Operating Officer

The Chief Operating Officer is responsible for ensuring all services are well managed according to agreed standards, working closely with the Director of Service Delivery.

##### Director of Finance

The Director of Finance is responsible for ensuring that specific corporate functions (including Human Resources and Information Technology) support service delivery.

## **2.2 Teams and Roles with Organisational Responsibilities**

### Executive Leadership Team

The Executive Leadership Team, comprising the Directors and Associate Directors of Urgent Care 24, is responsible for ensuring that high quality services are characterised as

- Safe
- Caring
- Effective

The Executive Leadership Team will ensure that the necessary internal structures and systems for handling incidents are in place, adequately resourced and supported.

### Shift Managers

Shift Managers are responsible for the operational management of all services delivered during the out of hours period and are responsible for the timely reporting of any issues, incidents or escalation updates.

### Manager On-Call

The Manager on-call is a member of the Senior Management Team. The Manager on-call is the first point of contact for all queries and problems that occur during the out of hours period. The following are provided as examples

- Escalation of patient activity
- Sickness or unavailability of staff
- IM and T issues
- Communication with the on-call officer of North and Mid Mersey Clinical Commissioning Group

The Manager on-call will contact the Director on-call when they are unable to resolve significant issues or incidents.

### Director On-Call

The Director on-call is a member of the Executive Leadership Team. The Director on-call should be contacted for the following issues

- To provide Associate GPs with the controlled drug cabinet code and update the cabinet code during the next working day in collaboration with the Medicines Management Team
- To support the management of any adverse incident which could immediately effect patient safety or the reputation of the organisation
- To act as a facilitator in the event that a major incident is called in the North and Mid Mersey footprint

## **2.3 Internal Points of Escalation**

### HR support

Specific HR advice and guidance is not part of on-call provision.

Should a significant HR issue be identified during the out of hours period that cannot wait until the next working day, or be dealt with by the Manager on-call under standard policy (should it be escalated) the Manager on-call should escalate the issue to the Director on-call.

### Clinical support

Should a clinical query be escalated to the Manager on-call, the first response should be to re-direct the query back to available GPs on duty.

Should the query still require escalation the Manager on-call should escalate the issue to the Director on-call.

### IM and T support

Specific IT advice and guidance is not part of on-call provision.

Should a significant IT issue occur during the out of hours period that cannot wait until the next working day, or be dealt with by the Manager on-call, the on-call Manager should escalate to the Director on-call.

## **3. On-Call Arrangements**

### **3.1 Hours of Operation**

A Manager and Director will be available by mobile phone during the out of hours period.

The name of the individual will be available to the Shift Manager on-screen in the Urgent Care 24 call-centre.

### **3.2 Publication and Preparation of On-Call Rotas**

The Rota Team are responsible for the publication and preparation of the Manager and Director on-call rotas.

### **3.3 Unavailability of On-Call Personnel**

When an employee is unable to fulfil their on-call commitments, after the rota has been finalised and published, it is the responsibility of the employee themselves to make appropriate arrangements to arrange a swap and inform the Rota Team (during daytime hours) or Shift Manager (during the out of hours period) so the correct individual is made known.

### **3.4 On-Call Information**

All Managers and Directors undertaking on-call duties are required to have in their possession the latest versions of

- Business Continuity Action Cards NHS 111/Out of Hours
- The Director and Manager On-Call Procedure

### **3.5 Mobile Phones and Key Contacts**

All Managers and Directors on-call are issued with an Urgent Care 24 mobile phone. It is the responsibility of each individual undertaking on-call to ensure correct and updated contact details for all other personnel undertaking on-call duties are stored in their mobile phones.

The following key phone numbers must also be stored by all personnel undertaking on-call duties:

- Shift Manager direct number
- Health Care Professional line direct number
- CCG on-call (North and Mid Mersey)
- Associate Director of HR
- Interim Medical Director
- IM and T Manager

### **3.6 Early and Late Administration Rota**

A member of the administrative team is available from 7.45am and until 6pm between Mondays and Fridays to support service delivery and support Service Managers with passing over any urgent notifications to daytime personnel.

### **3.7 Handover**

The handover of service between the daytime and out of hours period is critical in ensuring Shift Managers are fully briefed on key issues and challenges.

Heads of Service are responsible for ensuring robust and formal handover procedures are in place.

### **3.8 Reporting**

At weekends and Bank Holidays Shift Managers are responsible for providing situation reports to on-call personnel via email.

Emails are scheduled to be sent at 08.00, 13.00, 18.00 and 23.30 hours per weekend and Bank Holiday.

## **4. Director and Manager On-call Responsibilities**

### **4.1 Key Expectations**

- As a routine Managers and Directors providing on-call must maintain contact with each other, particularly at weekends, ensuring that key issues are escalated as appropriate
- Managers and Directors on-call will be contacted via their Urgent Care 24 mobile phones which must be switched on and carried at all times for the period they are on-call
- Managers and Directors on-call must be no further than 2 hours from Urgent Care 24 HQ in Wavertree when they are on-call
- Managers on-call should maintain contact with the Shift Manager during their on-call period, it is good practice to make up to three calls to the Shift Manager during a weekend day or Bank Holiday to ensure issues are managed
- Managers and Directors on-call must not be intoxicated during the on-call period
- Managers and Directors on-call must respond to a telephone call within 30 minutes if unable to answer immediately
- Managers and Directors on-call must undertake their duties in an efficient manner, being supportive and inclusive to members of the teams at all times
- For significant matters - Managers and Directors on-call must take contemporaneous notes of incidents reported, or telephone conversations undertaken and record all actions taken, this information may be required at a later time
- On-call training will be provided so provision is delivered consistently by all personnel

## **5. Compensatory Rest**

At times of peak demand it is important for on-call staff who are required to provide long periods of support – either on or off-site – to ensure they undertake compensatory rest to maintain their health and well-being. This will require discussions with relevant line-managers to ensure that team workload is not compromised.

## **6. Monitoring**

This procedure will be reviewed on an annual basis to ensure it conforms to all relevant standards and legislation outlined within the NHS Emergency Preparedness, Resilience and Response Framework. The review will also highlight areas for improvement and remediation as required.

## **7. Equality Statement**

Urgent Care 24 is a provider of clinically led services. Urgent Care 24 works with its health care partners to support and promote equality of care for patients and staff. The organisation does not discriminate against any groups of patients or staff, or treat them differently because of their race, gender, disability, age, religion, belief, sexual orientation or economic circumstances.

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<b>Title</b>	<b>Director and Manager On-Call Procedure</b>		<b>Doc. No.</b>	<b>OP225</b>
<b>Version</b>		V1		
<b>Approving Managers/Committee</b>		Executive Leadership Team		
<b>Date Ratified</b>		3 August 2016		
<b>Department of Originator</b>		Service Delivery		
<b>Responsible Executive Director</b>		Director of Service Delivery		
<b>Responsible Manager/Support</b>		Heads of Service		
<b>Date Issued</b>		04 August 2016		
<b>Next Review Date</b>		July 2018 (or when there is a change in procedure)		
<b>Target Audience</b>		All personnel providing on-call duties		
<b>Version</b>	<b>Date</b>	<b>Control Reason</b>	<b>Accountable Person for this Version</b>	
V1	03/08/2016	New Procedure	Director of Service Delivery	
<b>Reference documents</b>		<b>Electronic Locations</b>	<b>Locations for Hard Copies</b>	
Business Continuity Action Cards NHS111/Out of Hours		Urgent Care 24 Intranet / SOPs Operations /Call Centre	Standard Operating Procedures File in the Call Centre.	
<p><b>Document Status:</b> This is a controlled document.</p> <p>Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.</p>				