

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Managing Clinical Cancellations Out-of-Hours		Doc. No.	OP246
Scope	Operational Directorate	Clinical Directorate		
Purpose	To ensure safe management of the clinical rota following cancellations or clinicians who do not attend without notice. To advise what to consider following a cancellation and to ensure safe escalation where necessary.			
Guidelines	To ensure safe management of the out-of-hours rota following clinical cancellations.			
PROCEDURE			RESPONSIBILITY	
1	<p>Notification</p> <p><u>Clinical Cancellation due to Sickness or Other Reason</u></p> <p>Clinical cancellations should be reported, giving as much notice as possible. When a cancellation is received during the out-of-hours period, it should be reported to the shift manager. If cancelling due to sickness, ascertain when their next shift is and if they believe they will be well enough to attend.</p> <p>For salaried clinicians, an absence form should be completed and sent to the relevant manager and HR, in-line with the ‘Absence Management Policy’. This should also be recorded in the ‘Shift Manager Report’ and updates made to EMS where necessary.</p> <p><u>Clinician Does Not Attend (DNA) for Shift</u></p> <p>In the event the clinician does not attend without notification, the shift manager must be informed and follow up as early as possible with a phone call to ascertain the reason why, and document the reason given on the ‘Shift Manager Report’.</p>		Urgent Care 24 Shift Manager / Clinician	

	<p><u>Lateness</u></p> <p>The shift manager must be informed of any session's they are likely to be late for and reasons for this will only be acceptable if beyond their control.</p>	
Actions to Consider Following a Clinical Cancellation		
2	<p>For agency clinicians:</p> <p>Agencies can be contacted during the out-of-hour's period if there is a cancellation or DNA. The shift manager should contact the relevant agency office number which will divert to their on-call person. Please see contact numbers list for details.</p> <p>Inform the agency which clinician has cancelled / not attended their shift and the shift times and they will endeavour to contact the clinician or backfill the shift with another clinician.</p> <p>N.B. Rates of pay should always be agreed with the on-call manager and on-call executive before being confirmed with the agency when necessary.</p>	Urgent Care 24 Shift Manager
3	<p><u>Triage Clinicians</u></p> <p>Team leader to review the rota as a whole and block UCC slots to allow for additional triage resource. It is better to do this by staggering hours in different centres to allow for breaks. Inform the rest of the operational team.</p> <p><u>Home Visits Clinician</u></p> <p>Consider sending triage clinician out on visits, or if no available resource to close a UCC and use a UCC clinician instead.</p> <p><u>UCC Clinician</u></p> <p>Review the rota as a whole and how many UCCs are available. It is important to ensure there is equal geographical cover over the service delivery area. If there is low resource in one area, consider moving a clinician from a different UCC. If there is available triage resource, consider moving these over to a UCC.</p> <p><u>UCC Clinician – Acute Trust Centre</u></p> <p>Priority UCCs which require clinical cover at all times. Following the cancellation, ensure the ED department are aware there is currently no cover. Move any available clinical resource to resume service as soon as possible.</p> <p>For any cancellation, ask all clinicians on shift to extend their shift to replace the lost hours.</p>	Urgent Care 24 Shift Manager / Operational Staff

4	<p><u>Managing Cancellations During Overnight Period</u></p> <p>If there is a standby available, call them in to shift.</p> <p>If no standby, escalate to on-call manager / on-call executive to agree what calls to prioritise within the service, according to escalation process.</p> <p>Contact all home-working clinicians by text message to request any additional hours throughout the overnight or early the following morning.</p> <p>Consider booking UCC appointments for later in the morning when morning resources start shift.</p> <p>If Sunday overnight, pass any home visits not completed back to patients own GP surgery in accordance with SOP OP022 Passing Calls to Surgeries at Close of Contractual Arrangements.</p> <p>It is important to consider the safety of the clinician who is running the service on their own. Keep regular contact with on-call manager.</p> <p>Please record all decisions made within the shift manager report and keep EMS updated.</p>	Urgent Care 24 Shift Manager / Operational Staff
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Title	Managing Clinical Cancellations Out-of-Hours			Doc. No.	OP246
Version	V1				
Supersedes	New SOP				
Approving Managers/Committee	Head of Service				
Date Ratified	21.02.2018				
Department of Originator	Integrated Urgent Care				
Responsible Executive Director	Director of Service Delivery				
Responsible Manager/Support	IUC Service Manager				
Date Issued	February 2018				
Next Review Date	February 2019				
Target Audience	Operational Teams				
Version	Date	Control Reason	Accountable Person for this Version		
V1	20.02.2018	New SOP	Head of Service		
Reference documents		Electronic Locations	Locations for Hard Copies		
OP022		Urgent Care 24 Intranet	Standard Operating Procedures File in the Call Centre		
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