

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

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| Title | eConsult – Sefton Practices | Doc. No. | PCS037 |
| Scope | Operational and Clinical teams | | |
| Purpose | To streamline work loads into GP practices using eConsult. | | |
| Guidelines | To ensure that GP practices are using one robust process for using eConsult and managing the workloads in an efficient and timely manner for responses to patient's requests. | | |
| PROCEDURE | | RESPONSIBILITY | |
| 1. | Patient to access the eConsult form via the Practices website Patient send eConsult to practices dedicated nhs.net account. The Receptionist moves the consult into the relevant eConsult folder in the nhs.net account. | Receptionist | |
| 2. | The consult document is saved in the eConsult file on the shared drive and attached to the patient's EMIS record checking that the patients contact details are up to date. Steps to add document In the patients EMIS record>Add new consultation> Document> Attach document> Locate the document in the eConsult folder> Double click to select | Receptionist | |
| 3. | If clinical input is required for the request, the patient is booked into the next available eConsult slot on EMIS. | Receptionist | |
| 4. | Admin eConsult If the eConsult is an admin request that does not require clinical input , the receptionist is to action this request, if further information is required from the patient then the receptionists to contact the patient via telephone for more information to action. | Receptionist | |

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| 5. | <p>Clinical eConsults</p> <p>Clinician to triage eConsult and advise reception what actions need to be taken, i.e. book telephone consultation, face to face review or inform patient script/medication is ready to collect.</p> | Clinician/ Receptionist |
| 6. | <p>Reception to undertake the actions indicated by the clinician and reply to the patient's original eConsult via link in the original eConsult from the patient.</p> <p>E.g a prescription has been sent to your nominated pharmacy, the doctor will give you a call tomorrow morning please keep your phone line free.</p> <p>Copy the message that is sent to the patient and add this as an admin note in the patient record.</p> | Receptionist |
| 7. | <p>Once the eConsult has been actioned please ensure that the patients record is coded, including alcohol consumption, smoking status and other information needed from the eConsult.</p> | Receptionist |
| 8. | <p>Once the above actions have been completed the eConsult is to be moved to the "actioned" email inbox in the NHS.net account.</p> | Receptionist |
| 9. | <p>To keep the actioned eConsult inbox and the shared drive folder organised a monthly deletion of completed eConsultations from the previous month must take place.</p> | Receptionist |

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| Title | eConsult – Sefton Practices | | Doc. No. | PCS037 |
| Version | v1 | | | |
| Supersedes | N/A – New SOP | | | |
| Approving Managers/Committee | Deputy Director of Urgent Care | | | |
| Date Ratified | 18/06/2020 | | | |
| Department of Originator | Primary Care | | | |
| Responsible Executive Director | Director of Service Delivery | | | |
| Responsible Manager/Support | Deputy Director of Service Delivery | | | |
| Date Issued | June 2020 | | | |
| Next Review Date | June 2021 | | | |
| Target Audience | Primary Care Receptionist and Practice Managers | | | |
| Version | Date | Control Reason | Accountable Person for this Version | |
| v1 | June 2020 | SOP created | Service Manager | |
| Reference documents | | Electronic Locations | Locations for Hard Copies | |
| | | Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ | Standard Operating Procedures File in the Call Centre. | |
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