

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

<b>Title</b>	<b>Procedure for requesting investigations (ICE and other methods) from PC24 GP surgeries</b>	<b>Doc. No.</b>	<b>PCSO41</b>
<b>Scope</b>	The requesting of specific investigations will always carry some risk and this is dependent on the method of requesting the investigations, the number of individuals involved and their clinical knowledge.		
<b>Purpose</b>	This SOP is in place to reduce the risk of error and ensure the most reliable and auditable method is used and that the requesting is undertaken by the clinician, thus reducing communication and user error. Patient safety is the main reason to drive this forward but it should also improve the patient journey, as it ensures that requests are sent in a timely fashion and not relying on a third party to process. It will also reduce the risk of incorrect or insufficient information being on the request, thus reducing the need for repeat patient contacts to correct this.		
<b>Guidelines</b>	<ul style="list-style-type: none"> <li>Clinicians assessing patients who feel additional investigations, (blood tests, microbiology, radiology etc), are required to order the investigation themselves.</li> <li>Missed and delayed investigations have the potential to lead to significant harm to patient's health.</li> <li>It is expected that clinicians should not delegate such request to administrative staff.</li> <li>It is the responsibility of each clinician to ensure that they full access to ICE in each PC24 site that they are working in.</li> <li>The ICE system is to be used. When and if appropriate the clinician is to give the patient the necessary forms generated from the request.</li> <li>Paper request forms are to be avoided.</li> </ul>		
<b>PROCEDURE</b>		<b>RESPONSIBILITY</b>	
<b>1.</b>	If clinicians require additional training in the use of ICE they can access this via <a href="http://www.nwyhelearning.nhs.uk/elearning/northwest/iMerseyside/PrimaryCare/ICEPathologyRequest/index.html">www.nwyhelearning.nhs.uk/elearning/northwest/iMerseyside/PrimaryCare/ICEPathologyRequest/index.html</a> or the attached training guide	Clinician	
<b>2.</b>	Investigations should be requested on ICE whenever this is available on the system	Clinician	

3.	ICE requests should be set up by the requesting clinician, this should not be delegated to reception staff (reception staff are able to complete forms following specific guidelines such as regular monitoring of chronic diseases)	Clinician
4.	When ICE is not an available option the requesting clinician should complete the alternative request documentation	Clinician
5.	Clear instruction should be sent to reception staff about a non-ICE request outlining where and how to send such a request, this should be sent via an EMIS Task but a verbal handover, in addition, is appropriate and encouraged	Clinician
6.	If the request documentation is not already within the EMIS records it should be scanned and saved to them	Receptionists
7.	If a clinician is not authorised to request a particular investigation (for example radiological requests by some advanced practitioners), it is the responsibility for the consulting clinician to have an appropriate conversation with another clinician who may be able to request the investigation. The means of this conversation should be appropriate to the urgency of the test and generally a verbal conversation is preferred.	Clinician
8.	Any problems setting up requests should be discussed with the reception team or practice manager	Clinician/Practice Manager

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<b>Title</b>	<b>Procedure for Clinicians making referrals via eRS</b>		<b>Doc. No.</b>	<b>CL083/OP0289</b>
Version	1			
Supersedes	NA – New SOP			
Approving Managers/Committee	Dr Daniel Ellis			
Date Ratified	20.10.21			
Department of Originator	Primary Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Deputy Director of Service Delivery			
Date Issued	20.10.21			
Next Review Date	20.10.22			
Target Audience	PC24 Primary Care Clinicians			
<b>Version</b>	<b>Date</b>	<b>Control Reason</b>	<b>Accountable Person for this Version</b>	
V1	October 2021	SOP created	Clinical Lead	
<b>Reference documents</b>		<b>Electronic Locations</b>	<b>Locations for Hard Copies</b>	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ .....	Standard Operating Procedures File in the Call Centre.	
<b>Document Status:</b> This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.				