



STB 13 Assessment Pool

NAME: _____ (PLEASE PRINT CLEARLY)

DATE OF BRIEFING: _____

BRIEFED BY: _____

STB 13 Assessment Pool

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

STB 13 - Assessment Pool	Signed
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

Assessment Pool	Date
Added to STB Tracker	
Added to Rotamaster	

VERSION CONTROL

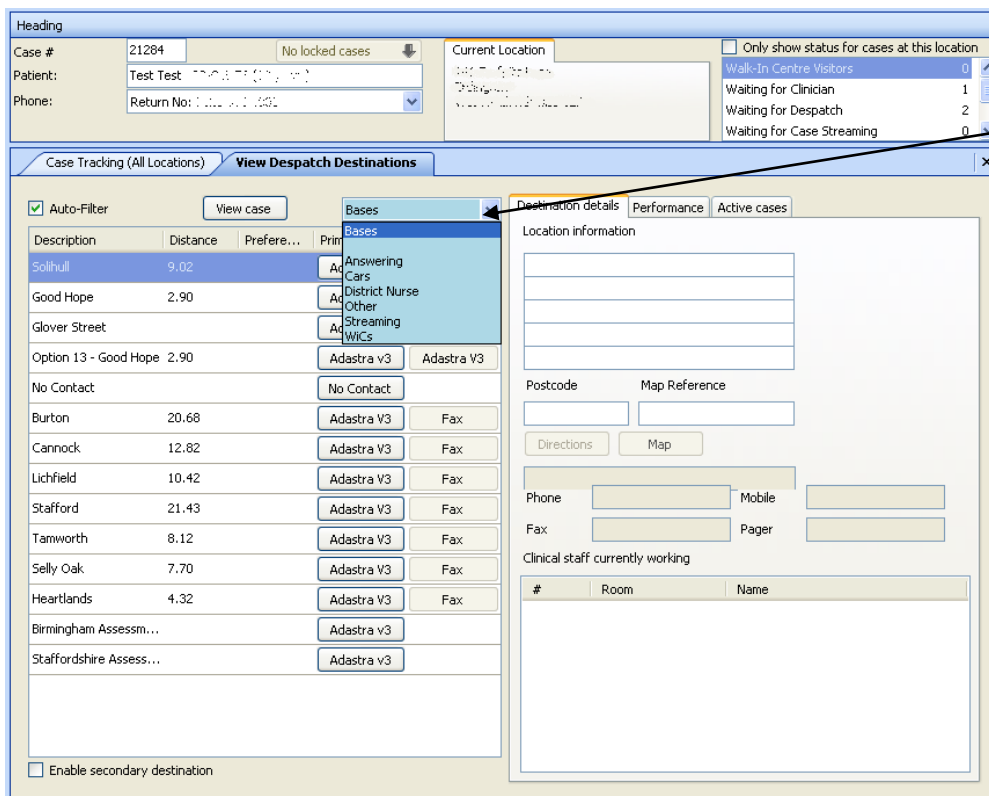
DATE	CHANGE	CHANGED BY
12/08/10	Original Version	CY/SB
17/07/18	Reviewed	SBi

INTRODUCTION

Currently when a patient declines the advice of the clinician, in order for the case to go back into the assessment pool, it needs to be edited back to advice, and then put back into the pool. With the new changes that have been made on Adastra, this process that been simplified and shortened. Please now follow the guidelines outlined below, when putting calls back to clinicians.

THE PROCESS

Select a call in despatching, highlight and double click. The *view despatch destination* screen will now be presented.



View Despatch Destinations Screen

STB-013 Assessment Pool

The screenshot shows the 'View Despatch Destinations' window in the Adastra software. On the left, there is a table of destinations with columns for Description, Distance, Preference, Primary, and Secondary. The 'Birmingham Assessm...' entry is highlighted. On the right, the 'Destination details' tab is active, showing location information for 121 Glover Street, BIRMINGHAM, with postcode B9 4EY. Below this, a table lists 'Clinical staff currently working' with columns for Room and Name. An arrow points from a text box to the 'Birmingham Assessm...' entry in the destination table.

Description	Distance	Prefer...	Primary	Secondary
Solihull	9.02		Adastra V3	Fax
Good Hope	2.90		Adastra V3	Fax
Glover Street			Adastra V3	Print
Option 13 - Good Hope	2.90		Adastra v3	Adastra V3
No Contact			No Contact	
Burton	20.68		Adastra V3	Fax
Cannock	12.82		Adastra V3	Fax
Lichfield	10.42		Adastra V3	Fax
Stafford	21.43		Adastra V3	Fax
Tamworth	8.12		Adastra V3	Fax
Selly Oak	7.70		Adastra V3	Fax
Heartlands	4.32		Adastra V3	Fax
Birmingham Assessm...			Adastra v3	
Staffordshire Assess...			Adastra v3	

Room	Name
805	Sue Bradbeer
126	Claire Youlden
653	Dina Morar
285	Fay Wilson
305	Marian Jones
842	Jagdeep Kaler
881	Leon Xavier
275	Rachael Cockayne
267	Sarah-Jane Addison
141	Stewart Overton

When a patient or their representative declines the advice of the clinical team, and would prefer to speak to a clinician, click onto the relevant Assessment Pool.

The screenshot shows a 'Warning!' dialog box with the Adastra logo at the top right. The main text reads: 'Please record why you are passing this case back to the assessment pool..'. At the bottom, there are two buttons: 'Next >' and 'Cancel'. An arrow points from a text box to the 'Next >' button.

When the warning sign appears click 'Next >'

If it is not the patient you are speaking to take the patients representatives name and their relationship to the patient.

Perform action...

adastra.

General note

pts daughter _____, stated pt declined _____
999;
t/c;
a&e;
wic;
nhs-d.
pt would prefer gp to call back. |

Next > Cancel

Record details in the following order outlined:
'Pt's daughter _____ stated that the pt declined _____. Pt would prefer GP to call back. '

Click onto 'Next >'

At this point the case has been changed back into advice and sent back to the assessment pool.