

STB 54 Confirm 111 Advisors Recommendations -Despatching the Call

| NAME: | (PLEASE PRINT CLEARLY) |
|-------------------|------------------------|
| DATE OF BRIEFING: | |
| BRIEFED BY: | |

STB 54: Confirm 111 Advisors Recommendations - Despatching the Call

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 54 – Confirm 111 Advisors Recommendations – Despatching the Call | Signed |
|--|--------|
| I have received a face to face briefing | |
| I fully understand the briefing and will implement this training. | |
| I have discussed any queries. | |

| STB | Date |
|---------------------|------|
| Added to Rotamaster | |

VERSION CONTROL

| DATE | CHANGE | CHANGED BY |
|----------|------------------|------------|
| 20/05/13 | Original Version | CY |
| 18/07/18 | Reviewed | SBi |

| Author or Department | Issue Date | Version | Document Ref | Approved By | Approval Date | Next Review | Dogo 1 |
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Purpose of this Service Training Brief

We have had an issue where NHS111 are sending us calls in error, when they should be advising people to contact their own practice the next day.

Once a doctor has checked the call in case streaming and said the advice is appropriate, we should be passing this advice back to the Patient. The call should **not** be put back into our assessment pool.

If the case streamer streams a patient to their own GP practice because they are open within the period recommended by NHS111, you must follow this process.

The call will be tagged in the Despatch screen in red.-

| Wa | aiting fo | r desp | oatch (2) Waitir | ng for verbal confirmation | n (0) Alerts (1 | 173) Wa | aiting for int | ernal confirma | ition (0) Messag | je queue (17 | 73/179) Case | Transit (0/0) | < > |
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| . | | | | and the state of the second | | | | | | | | | |
| Dr | rag a co | olumn | header here to g | group by that column | | | | | | | | | |
| | rag a co C | _ | | group by that column Case Tag Description | Case Type | Loc | Pri ▲ | Fullname | Address | Town | Postc | Locked By | L |
| 1 | - | | | | Case Type Advice | Loc | | Fullname Test Test | Address Test Test | | Postc B9 4EY | Locked By | L |

Double Click on the call. The View Despatch Destinations screen will be presented. Call the Patient to advise them the call has been reveiwed by a clinican and they agree with the advice from NHS111 and they should contact their surgery when they are next open.

| Case # | 44968 | No locked | cases 🛛 🌷 | Current L | ocation | | 3 last week | | ~ |
|----------------|-----------------|--------------------|-------------------------|--------------|---------------------|---------------|--------------|----|---|
| Patient: | Test Test 01-Ja | an-2001 (12 years) | | Test Test | | | | | |
| Phone: | Return No: 0121 | 766 2101 | ~ | Test B9 4 | ŧEY | | | | |
| | | | | | | | | | |
| Receive a Ca | Case Stream | ning View Desp | atch Destinatio | Ins | | | | [: | x |
| | | | | | ◀ | | | | |
| 🗹 Auto-Filter | | /iew case | Streaming | * | Destination details | Performance | Active cases | | |
| Description | Distance | Prefere Prin | Streaming | | Location informa | ion | | | |
| Case Streaming | | | Answering | | | | | | |
| | | | Bases Cars | | | | | | |
| | | | District Nurse Other | | | | | | |
| | | ◄ | WiCs | | | | | | |
| | | | | | | | | | |
| | | / | | | Postcode | Map Referen | e | | |
| | | 1 | | | | | | | |
| | | drop dow | n menu | | Directions | Мар | | | |
| and s | select 'C | Other' | | | | | | | |
| | | | | | | | | | |
| | | | | | Phone | | Mobile | | |
| | | | | | Fax | | Pager | | |
| | | | | | Clinical staff curr | ently working | | | |

Next highlight: Confirm 111 Call Adv and click on 'Pass'

| 🗸 Auto-Filter | View | case | Other | ~ | Destination details | Perforr |
|---------------------|----------|---------|--------------|------------|----------------------|---------|
| Description | Distance | Prefere | Primary | Secondary | Location information | n |
| Advised To Attend / | 4 | | Pass |) | | |
| Advised To Call 999 | | | Pass |) | | |
| Advised To Call Den | tist | | Pass |) | | |
| Refer to NHS-D | | | Pass | | | |
| Harmoni | | | Interlinkage | | Postcode | Map F |
| Flu Centre | | | Adastra v3 | Adastra v3 | | |
| Walk-In Centre | | | Adastra V3 | | Directions | Мар |
| Primecare | | | Interlinkage | | | |
| Confirm 111 Call Ad | ···· | | Pass | | Phone | |

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Next document who you have passed the call to, click on 'Passed'

| Provider contact | Patient Details Even | it List Pr | evious | Encounters | | | | | |
|------------------|----------------------|------------|--------|--------------------|-------|----------------|-----------------|------------|--------------------------|
| Start time: | | | | Finish time: | | | Select provider | | |
| 20-May-13 13:3 | 36:46 | BST | \sim | 20-May-13 13:37:17 | | BST 🗸 🗸 | < select provid | er > | • |
| Provider details | Location details | | | | | | Start typing to | search | J. |
| Name | | | | | | | | | / |
| Provider Group | | | | | | | | | |
| Pager | | Dial | Publ | ic Dia | 3 | | | | |
| Home | | Dial | | Dia | el le | | | | |
| Mobile | | Dial | | Dia | | | | _ | |
| Other | | Dial | Вура | Dia | | | | * | |
| | | | | Dia | 1 | Patient advise | :d | | |
| | | ~ | | Dia | 3 | | | | |
| | | | Mobi | Dia | 3 | | | | |
| | | | | Dia | 3 | | | | |
| | | \sim | | Dia | | | | | Badger Advice |
| Contact Deta | ils Notes | | Page | Dia | 1 | | | | Passed |
| | | | | | | | | | No Contact |
| None available | | | | | | | Confirm | n case pas | sed - case will now be c |
| | | | | | | | | | |

You will be asked if you want to print, select 'No'.

The call is now complete.

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