

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

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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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