



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

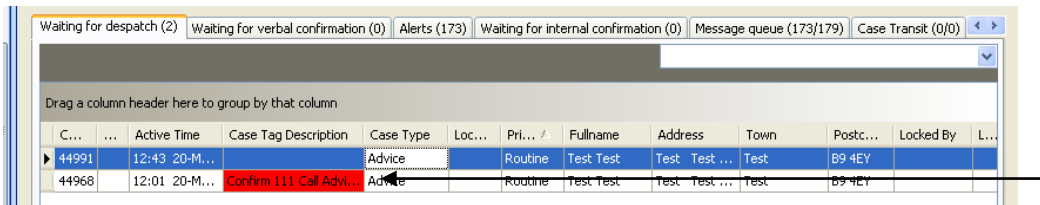
Purpose of this Service Training Brief

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.

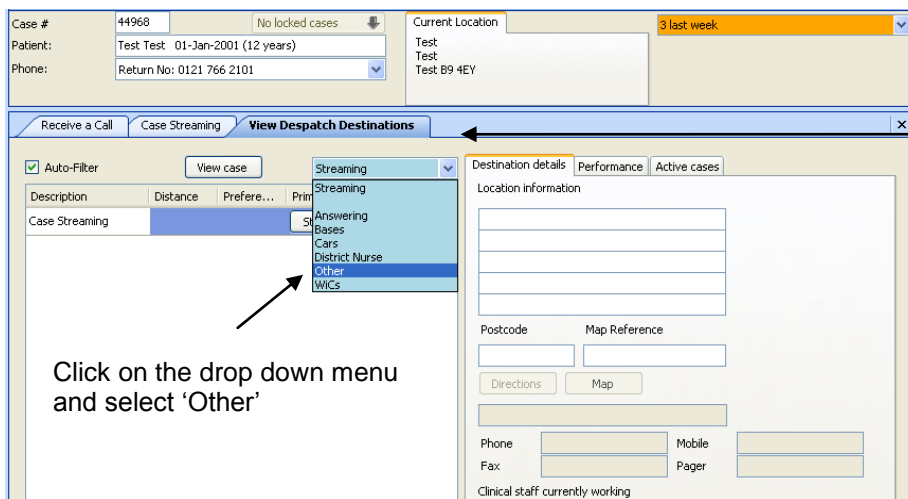
Once a doctor has checked the call in case streaming and said the advice is appropriate, we should be passing this advice back to the Patient. The call should **not** be put back into our assessment pool.

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.

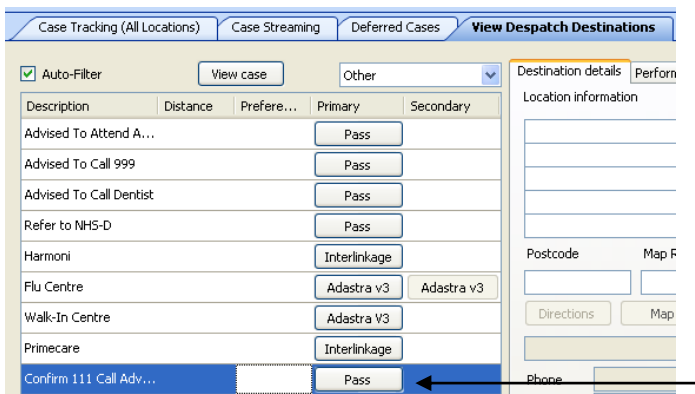
The call will be tagged in the Despatch screen in **red**.



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



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



STB-054 Confirm 111 Advisors Recommendations – Despatching the Call

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

Provider contact | Patient Details | Event List | Previous Encounters

Start time: 20-May-13 13:36:46 BST | Finish time: 20-May-13 13:37:17 BST

Select provider: < select provider > | Start typing to search...

Provider details | Location details

Name: | Provider Group: |

Pager: | Dial | Public: | Dial |

Home: | Dial | | Dial |

Mobile: | Dial | Bypass: | Dial |

Other: | Dial | | Dial |

Mobile: | Dial |

Pager: | Dial |

Contact Details | Notes

None available

Badger Advice | Passed | No Contact

Confirm case passed - case will now be cc

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

The call is now complete.