



STB 69 St Giles Hospice Clerking Calls

NAME: _____ (PLEASE PRINT CLEARLY)

DATE OF BRIEFING: _____

BRIEFED BY: _____

STB 69: St Giles Hospice Clerking Calls

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 69 – St Giles Hospice Clerking Calls	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
22/07/2014	Original Version	CY
26/11/2014	Lichfield alternate weekend cover times amended	CY
18/07/2018	Reviewed	SBi

Introduction

St Giles Hospice provides high quality individual care for local people living with cancer and other serious illnesses as well as support for their families and helpers. Badger will provide the following cover....

Whittington (Lichfield): Monday to Friday – 18.30 to 08.00
 Alternate weekend cover from Badger ends at 07:59
 on Saturday and recommences at 18:30 on Monday morning
 and every bank holiday – 24 hour call out and telephone advice

Walsall: Monday to Friday – 18.30 to 08.00
 Weekends and every bank holiday – 24 hour call out and telephone advice

Centre Location

Walsall Palliative Care Centre
 Goscote Lane
 Walsall

WS3 1SJ

Tel: 0800 7839050 or 01922 602610

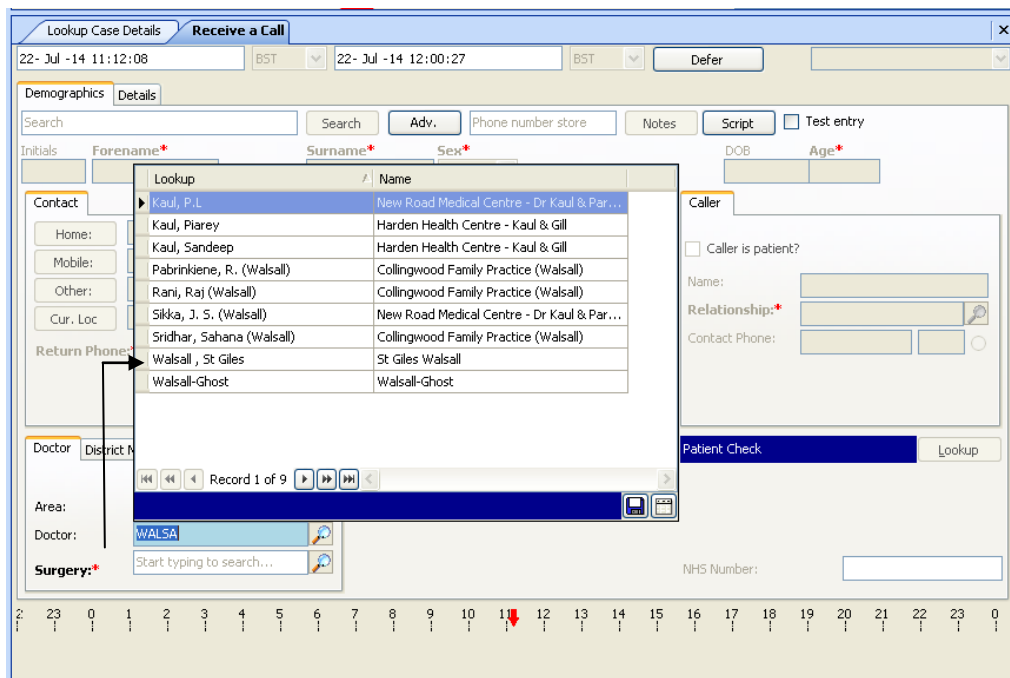
St Giles Hospice
 Fisherwick Road
 Whittington
 Lichfield
 WS14 9LH

Tel: 01543 432031

Calls will be received on the Health Care Professional line.

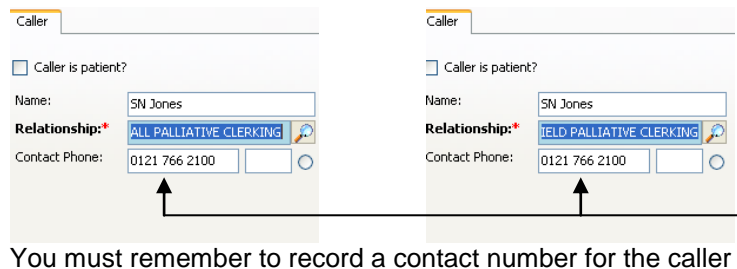
Clerking Calls

Calls will be received for Medical Clerking for (end of life) EOL admissions. These calls must be recorded in the following way.



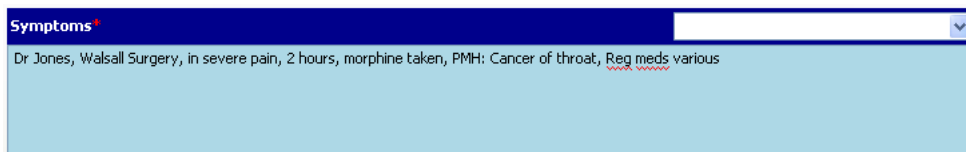
- In the Doctor field depending on where the patient is record either
 - Walsa (Walsall St Giles) Check the Timeline to ensure we are covering.
 - Or
 - Lic (Lichfield, St Giles) Check the Timeline to ensure we are covering.
- Record the patients demographics

- Name
- Sex
- Date of birth
- Home telephone number
- Current location telephone number (Walsall or Lichfield St Giles Hospice)
- Home address
- Current address (Walsall or Lichfield St Giles Hospice)
- Relationship to Caller: Record the name of the caller and their role. Select either **Wal** and select Walsall Palliative Clerking or **Lic** and select Lichfield Palliative Clerking as shown below



3. In the details box record the:
 - The patients own GP and surgery details
 - Patients symptoms
 - How long they have had the symptoms
 - Any meds taken
 - Past medical history
 - Regular meds

See the example below:



4. Click on Store Call
5. A warning message will now be presented. Ensure you follow the instructions before proceeding

This is a St Giles call, Please inform the team leader of the call and also make sure the correct surgery is selected, either St Giles Walsall or St Giles Lichfield
6. The View Despatch Destinations screen will now be presented. Click on the "X" on the right hand side of the screen
7. The call will now be in Despatch
8. The call will now be displayed in the despatch screen in
9. The Team Leader will now arrange for the call to be despatched ensuring it is carried out within 1 hour

Action Cards can be found in the Doctors visiting bags and on the comms tab. These cards include...

- Do's and don'ts
- Record keeping
- Templates for clerking
- Remote prescribing

Please note: Badger continues to receive Out of Hours Calls.

1. Calls received during the out of hours for patients from either Walsall (St Giles Hospice) or Lichfield (St Giles hospice) should have the GP recorded as shown below depending on their current location

Doctor

Registered

Lichfield, St Giles St Giles Lichfield

Doctor

Registered

Walsall , St Giles St Giles Walsall

2. Record the patients demographics ensuring you document their current location details
3. Select Relationship to caller: *Walsall Palliative Care* or *Lichfield Palliative Care*
4. Record the name of the caller and their contact number
5. Record the name of the pts GP in the details box
6. Record details of patients condition
7. Store Call
8. Check telephone no. and case no. box will show
9. *WPCC* 30mins will be automatically set

The call will now bypass Case Streaming and go straight into the assessment pool.

You should instant message the Team Leader to advise that you have taken a St Giles Hospice call so it can be monitored closely to ensure we meet the KPI targets.