



STB 74 Cannock CCG - Acute Visiting Service (AVS)

NAME: _____ (PLEASE PRINT CLEARLY)

DATE OF BRIEFING: _____

BRIEFED BY: _____

STB 74: Cannock CCG – Acute Visiting Service (AVS)

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 74 – Cannock CCG – Acute Visiting Service (AVS)	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
02/01/2014	Original Version	CY
08/04/2014	Reference to additional information added.	CY
24/02/2014	Reviewed	DM
18/07/2018	Reviewed	SBi

Introduction

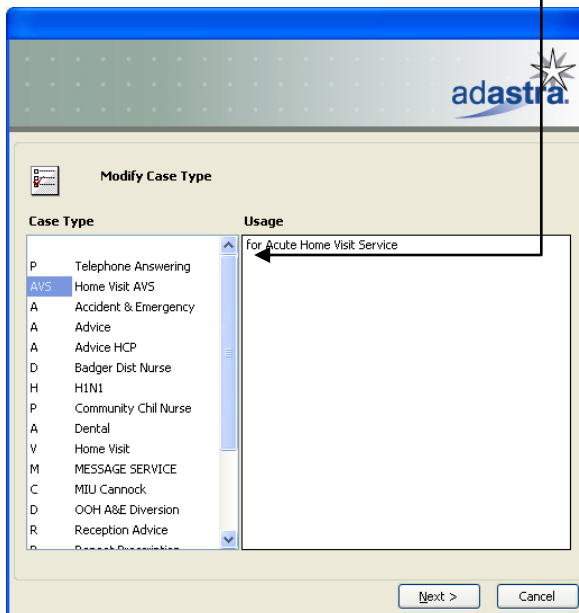
The Acute Visiting Service shall provide a rapid response service for Patients requiring a home visit as determined by the Patients own GP practice. Badger will provide the service between the hours of 14.30 and 18:00 Monday to Friday.

Providing the Service

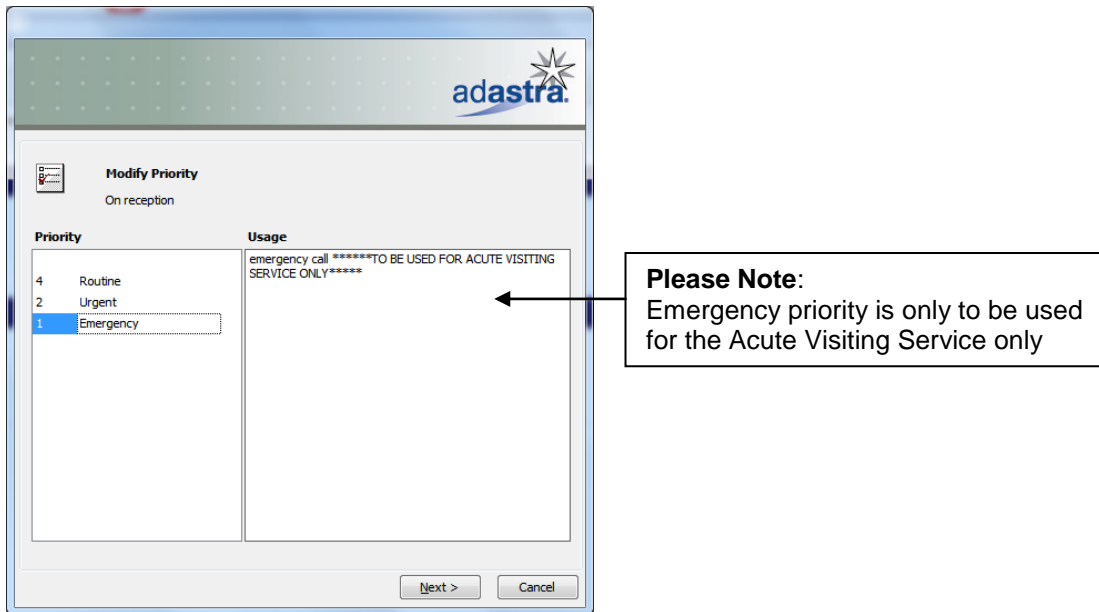
- Requests will be made to Badger following the initial triage within the GP practice. Calls will be received on the Healthcare Professional line (HCP) 0121 766 2116 and in some cases a fax may be sent.
- The call will be answered” *Badger Healthcare Professional Line*”
- The caller will normally state that the call is for the AVS scheme and advise that a fax has been sent/will be sent. The fax machine is situated on Mission Control.

Receiving the Call

1. Record the Patients GP and Surgery> Check the timeline to ensure it states Cover- **Home Visit ONLY**. The scheme also includes those patients registered as temporary residents.
2. Complete all of the Patients demographics starting with the Patients Date of Birth
3. In the **Relationship to Caller**>record the name of the GP making the referral and GPs contact number (preferably a mobile phone)
4. Document the reason for the visit- Ask the caller what the priority is?
5. If there is additional information, notes etc you must record the following” ADDITIONAL INFORMATION AVAILABLE PLEASE CALL THE CALL CENTRE TO ACCESS THIS INFORMATION”
6. Click on Store Call
7. Next select Case Type ”Home Visit-AVS”



8. Click on “Next”
9. Select “Urgent” or “Emergency” and click “Next”



10. You will now see the despatch Destination Screen - Click on the “x” which on the right hand side of the screen.
11. The call will now be showing in Despatch. Inform your Team Leader there is an AVS visit.
12. The Call handler will then call the Patient to advise we have received their call.
13. This information will be recorded using the comfort call facility.
14. The Team Leader will despatch the call to the AVS Home Visiting car.