

Title	<b>PASSING OF VISITS TO PRACTICES AT THE END OF OOH PERIOD</b>			Number	<b>P02</b>
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Other Ref:					
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## Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
17.03.16	Reviewed, no changes	SJB
22.03.19	Business Support Manager changed to Group Operations Manager	SB
04.03.22	Reviewed, no changes	SB

## Introduction

With immediate effect the following guidelines for the passing of visits that cannot be completed before 08.00am (CCG contracts) or 08.30 (Badger/Associate practices)

## Key Points

### GP Contract

The contract regulations require GP practices to provide essential and additional services to patients between 08.00 and 18.30 Monday to Friday. This means that calls received between these times are the responsibility of the practice.

### OOH Contract

The regulations require BADGER to complete within the OOH period any intervention that cannot wait until the daytime service takes over. Therefore, if intervention is required before the daytime service takes over it has to be carried out by BADGER. This would technically allow BADGER to pass over any **ROUTINE** call after 02.01am and any **URGENT** call after 06.01am since the practice would take over at 08.00am.<sup>1</sup>

### Practical Implementation

For practical purposes we should endeavour to complete all visits so as not to inconvenience patients and practices. However, if it is not possible to complete the visit within the OOH period, and if it is decided that the intervention can wait until the practice takes over, it is consistent with the regulations that the call may be passed back to the practice.

### Issues

Any issues should be escalated to the Medical Director on duty, or if after 08.00 to the Group Operations Manager.

<sup>1</sup> The DHSC Out of Hours Quality requirements state that all less urgent (routine) face to face consultations must be completed within 6 hours and urgent within 2 hours.