

Title	POLICE SAFE AND WELL CHECKS			Number	R14
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Version Control

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

DATE	CHANGE	CHANGED BY
05.04.16	Reviewed no changes	SJB
31.01.19	No changes	SB
06.04.22	Reviewed, minor update to include https://www.thephonebook.bt.com/person/	SB/SBr

Introduction

This procedure provides guidance on how and when to arrange a Police safe and well check for a patient.

Procedure

There are occasions when clinicians are unable to contact a patient to carry out a telephone triage after a call has been logged with BADGER. When all checks have been carried out it may result in a Police safe and well check being arranged.

A Clinician will advise the Duty Team Leader that they are having difficulty contacting a patient and due to the nature of the call they have concerns for the patients safety. The clinician will give the call number to the Team Leader who will then carry out the following checks before arranging a safe and well check.

- Listen to the call recording to check the contact number has been documented correctly
- Check the database for another number for the patient or a relative who may have used the service previously
- Use <https://www.thephonebook.bt.com/person/>
- If the call came from Biochemistry or Haematology call the laboratory to establish if they have any further details i.e. on blood form or if pt has attended any hospital clinics

When all the checks have been carried out the Team Leader will advise the Clinician that they have been unsuccessful in contacting the patient. At this point the Clinician will decide to either:

- Close call no further action and request call sheet be sent to GP
- Send a multi-purpose Doctor and leave a postcard at the address and await contact from patient if no response is received at the patients home
- The Multi-purpose GP, may request, if no answer is received, that the Team Leader arrange a police safe and well check, dependant on current situation and severity of call
- The triaging Clinician may request the Team Leader to arrange a Police safe and well check

999 Calls

If the despatcher is unable to contact a patient and the call has been case streamed to 999, the despatcher should do the following after the first attempt:

- Log the failed call back on Adatastra
- Return the case to the assessment pool
- Record why the call has been returned to the assessment pool
- Alert the Team Leader of the failed contact

The Clinician must review the case to decide if 999 should be called, or if a safe and well check should be arranged.

How to Arrange a Police Safe and Well Check

- Call the police on 101 – non-emergency
- Advise the Police Operator that you are calling from the Badger Out of Hours GP service
- Advise the operator that you would like to arrange a safe and well check
- You will be asked what area the patient lives in, this is so they can transfer the call through to the correct station
- You will be asked for the patients demographics and the nature of your call (Advise why you have requested safe and well check)

The operator will issue you with a log number. They will arrange for someone to attend the patients address. The operator will keep you informed of the time when they will be attending the property and the outcome.

When a safe and well check has to be arranged it should be recorded on the patients records and on the Team Leader report for information.