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Author:	Scott Barnes			Version:	3.0
Other Ref:	STB16 – Despatching				
Contacts:	Andrea Braham				

Version Control

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

DATE	CHANGE	CHANGED BY
11.02.16	Reviewed, no change	CY
31.01.19	Reference to South Staffs Ambulance removed	SB
12.04.22	Reviewed with changes to include Sending it to the Telemedical Pool, Documenting it has been activated on VWR, 111 Recommendation	AMcD, SB

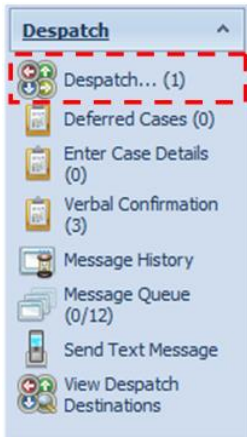
Introduction

The following guide is for the Badger procedure for despatch cases once a telephone consultation or the patient details have been assessed by the clinical team. This guide may be subject to change as procedures change.

The guide contains instructions on despatching calls from the “View Despatch Destination” screen on Adastral for the following Case types:

- 999
- A&E
- Dental
- Own GP

Despatching Screen



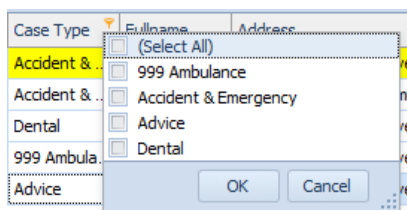
Under Despatch, select despatch option (outlined in red) to bring up screen which displays cases waiting to be despatched.

Active Time	Case #	Case Type	Fullname	Address	Priority (lat...)
16:07 06-Apr-22	10182	Accident & ...	Joanne King	Badger House 121 Glover Street Birmingham W...	Urgent
15:56 06-Apr-22	10180	Accident & ...	Stewart Co...	119 Glover Street Birmingham West Midlands B...	Routine
15:56 06-Apr-22	10179	Dental	Steve Price	Badger House 121 Glover Street Birmingham W...	Routine
15:54 06-Apr-22	10178	999 Ambula...	Pete Roberts	Badger House 121 Glover Street Birmingham W...	Routine
16:58 21-Feb-22	10172	Advice	Tim Woods	Badger House 121 Glover Street Birmingham W...	Routine

The despatch screen can be customised in different ways by changing the order of any column or by filtering specific types of info shown in the column.

Case T...	Fullname	Address	Pri
Dental	Steve Price	Badger House 121 Glover Street Birmingham W...	Rc
Advice			

To change the order of the column, click into column header. Each header will change the order dependant on the data type shown (i.e., A-Z, 1-10).



To change the type of info shown, select the small filter option in the top right of the column header, and tick items to be displayed.

NB: It is always best to order cases by their 'Active Time' as this will ensure NQR breaches are kept to a minimum. You also need to prioritise cases via priority

- 1st 999 despatch immediately
- 2nd A & E
- 3rd Urgent.

For 999 Cases

If the Case type is 999, follow the procedure below

On access of the despatch screen,

Active Time	Case #	Case Type	Fullname	Address	Priority (lat...
15:54 06-Apr-22	10178	999 Ambula...	Pete Roberts	Badger House 121 Glover Street Birmingham W...	Urgent
15:56 06-Apr-22	10180	Accident & ...	Stewart Co...	119 Glover Street Birmingham West Midlands B...	Routine
16:07 06-Apr-22	10182	Accident & ...	Joanne King	Badger House 121 Glover Street Birmingham W...	Urgent
16:58 21-Feb-22	10172	Advice	Tim Woods	Badger House 121 Glover Street Birmingham W...	Routine
15:56 06-Apr-22	10179	Dental	Steve Price	Badger House 121 Glover Street Birmingham W...	Routine

Double click anywhere on the 999 cases to open (see red)

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

Click on View Case (see red) to see who made the initial call & return the call using the script below. Then revert to this screen.

“Good morning/afternoon/evening. Can I speak to _____ (Patient’s/Caller’s name or, if a child & no Parent name documented, the parent of _____). I am calling from Badger Out of Hours.

“The Clinical Team have assessed your (or Patient’s name) case and are advising you (or the Patient’s name) to dial 999 for an Ambulance as soon as possible”.

For **Urgent** cases – advise the Patient/Caller **“to dial 999 for an Ambulance immediately”**.

If you feel the Patient/Caller is unable to do this as they are on their own or due to the nature of their condition, you can offer to call 999 on their behalf.

If the Patient/Caller agrees to call 999 themselves, pass the case as follows:-

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

Under “Advised to Call 999”, select “Pass” (see red).

File

Provider contact | Patient Details | Event List | Previous Encounters | Summary Care Record | Primary Care Record

Start time: 07-Apr-22 12:48:43 BST | Finish time: 07-Apr-22 12:50:34 BST

Provider details | Location details

Name: []
 Provider Group: []

Pager: [] Public: []
 Home: []
 Mobile: []
 Other: [] Bypass: []

Contact Details | Notes

Mobile: []
 Pager: []

None available

Badger Advice

Passed
No Contact

If the Patient/Caller agrees to dial 999, record the details as follows:-

Patient/Caller’s Name, Relationship, i.e. Patient’s Daughter, (*their Name*), agreed to dial 999 and select “Passed”. (see red)

The case will now CLOSE.

If the Patient/Caller **declines** the triage advice to call 999, go on to say **“If you do not wish to call 999, I can pass the case back to the Clinical Team for further advice. Would you like me to do that?”** If they say yes, advise them to **“Please keep the line clear & you will receive a call back”**.

Do not state a Doctor will call back as this may not be the case.

If original despatch offer is declined, pass the case back to the Telemedical Pool, as follows:-

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

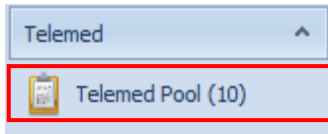
Under “Telemed Pool (Despatch Offer Refused”, select “Adastra V3” (see red).



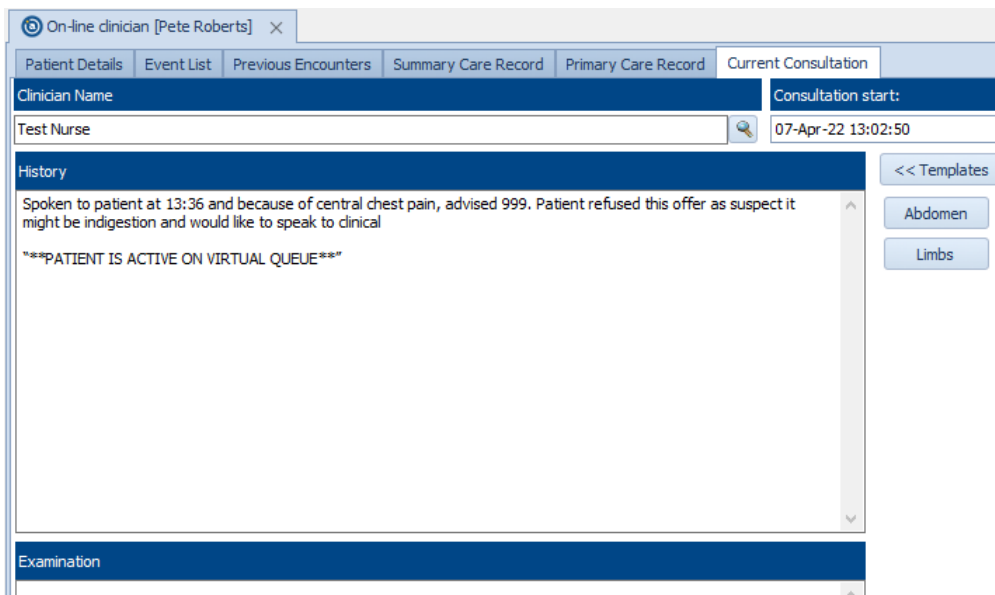
A warning popup will appear explaining your actions, select next (see red).

NB: This case will be sent to the Telemedical Pool therefore would need to be activated on Ummanu Virtual Waiting Room (VMR) and documented accordingly.

To document that case is active on the VMR



Open the Telemed Pool, found on the main menu under Telemed (see red)



Locate specific case on the Telemed Pool, where the initial despatch offer was refused. Double click on case to open the 'On- Line clinician' (OLC) screen. Under the 'History' tab, document as instructed below

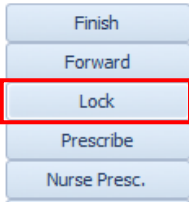
Note down details of what was advised, and how the patient responded. This will include

- Time of the despatch call,
- The dispatch advice offered,
- Any additional information/worsening symptoms/reasons why the patient doesn't want to follow advice,

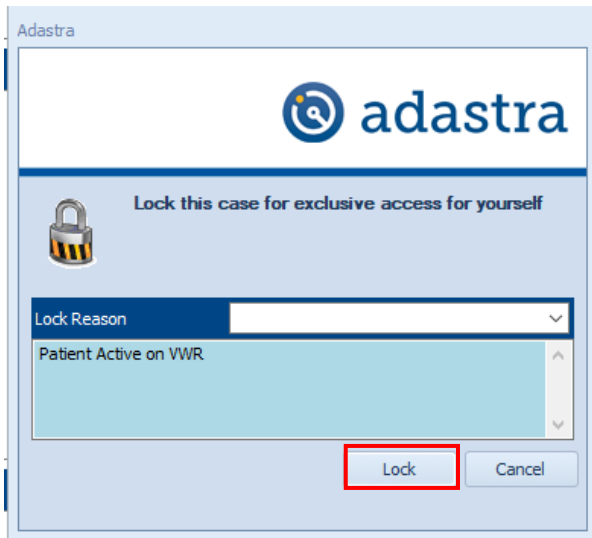
The screenshot above shows an example of what to add in the free text box

NB: Case will require virtual queue activation using the Ummanu software. Please see relevant guide on further instructions on how to do this.

Once case has been activated on the VWR, document **“**PATIENT IS ACTIVE ON VIRTUAL QUEUE**”** on history tab



Using the “Lock” button, lock the case (see red)



Select “Patient Active on VWR” and using Lock command button to Lock case

The case is now visible to the telemedical clinician that the dispatch offer was refused, patient required call back and case is active on virtual queue

For A&E Cases

If the Case type is A&E, follow the procedure below

On access of the despatch screen,

Active Time	Case #	Case Type	Fullname	Address	Priority (lat...
15:54 06-Apr-22	10178	999 Ambula...	Pete Roberts	Badger House 121 Glover Street Birmingham W...	Urgent
15:56 06-Apr-22	10180	Accident & ...	Stewart Co...	119 Glover Street Birmingham West Midlands B...	Routine
16:07 06-Apr-22	10182	Accident & ...	Joanne King	Badger House 121 Glover Street Birmingham W...	Urgent
16:58 21-Feb-22	10172	Advice	Tim Woods	Badger House 121 Glover Street Birmingham W...	Routine
15:56 06-Apr-22	10179	Dental	Steve Price	Badger House 121 Glover Street Birmingham W...	Routine

Double click anywhere on the Accident and Emergency cases to open (see red)

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

Click on View Case (see red) to see who made the initial call & return the call using the script below. Then revert to this screen.

“Good morning/afternoon/evening. Can I speak to _____ (Patient’s/Caller’s name or, if a child & no Parent name documented, the parent of _____). I am calling from Badger Out of Hours.

“The Clinical Team have assessed your (or Patient’s name) case and are advising you (or the Patient’s name) to attend your nearest A & E Department as soon as possible”.

For **Urgent** cases – advise the Caller/Patient “**to attend nearest A & E Department immediately**”.

If the Patient/Caller agrees to attend A&E, pass the case as follows:-

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of ...			Adastra V3	

Under “Advised to Attend A&E”, select “Pass” (see red).

Start time: 07-Apr-22 15:41:58 BST Finish time: 07-Apr-22 15:43:31 BST

Provider details: Name, Provider Group, Pager, Home, Mobile, Other

Notes: Patient Stewart Combes agreed to attend A&E

Badger Advice: Passed

If the Patient/Caller agrees to attend A&E, record the details as follows:-

Patient/Caller’s Name, Relationship i.e. Patient’s Daughter, (*their Name*), agreed to attend A & E and select “Passed”. (see red)

The case will now CLOSE.

A&E, I can pass the case back to the Clinical Team for further advice. Would you like me to do that”? If they say yes, advise them to “Please keep the line clear & you will receive a call back”.

Do not state a Doctor will call back as this may not be the case.

If A&E is declined, send call to “Telemedical Pool” as per the instructions on **Page 5 to 7**.

For Dental Cases

If the Case type is Dental, follow the procedure below

On access of the despatch screen,

Active Time	Case #	Case Type	Fullname	Address	Priority (lat...)
15:54 06-Apr-22	10178	999 Ambula...	Pete Roberts	Badger House 121 Glover Street Birmingham W...	Urgent
15:56 06-Apr-22	10180	Accident & ...	Stewart Co...	119 Glover Street Birmingham West Midlands B...	Routine
16:07 06-Apr-22	10182	Accident & ...	Joanne King	Badger House 121 Glover Street Birmingham W...	Urgent
16:58 21-Feb-22	10172	Advice	Tim Woods	Badger House 121 Glover Street Birmingham W...	Routine
15:56 06-Apr-22	10179	Dental	Steve Price	Badger House 121 Glover Street Birmingham W...	Routine

Double click anywhere on the Dental Cases (see red)

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

Click on View Case (see red) to see who made the initial call & return the call using the script below. Then revert to this screen.

“Good morning/afternoon/evening. Can I speak to _____ (Patient’s/Caller’s name or, if a child & no Parent name documented, the parent of _____)? I am calling from Badger Out of Hours.

“The Clinical Team have assessed your (or Patient’s name) case and are advising you (or the Patient’s name) to contact a dentist

If the Patient/Caller agrees to contact dentist, pass the case as follows:-

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

Under “Advised to Call Dentist”, select “Pass” (see red).

Start time: 07-Apr-22 15:45:24 BST Finish time: 07-Apr-22 15:46:29 BST

Provider details Location details

Name: [] Provider Group: []

Pager: [] Public: [] Bypass: []

Home: [] Mobile: [] Other: []

Contact Details Notes

None available

Badger Advice

Passed

No Contact

Patient Steve Price agreed to contact dentist

If the Patient/Caller agrees to contact Dentist, record the details as follows:-

Patient/Caller’s Name, Relationship i.e. Patient’s Daughter, (*their Name*), agreed to contact dentist and select “Passed”. (see red)

The case will now CLOSE.

If the Patient/Caller declines the triage advice to call dentist, go on to say “If you do not wish to contact a dentist, I can pass the case back to the Clinical Team for further

advice. Would you like me to do that”? If they say yes, advise them to “Please keep the line clear & you will receive a call back”.

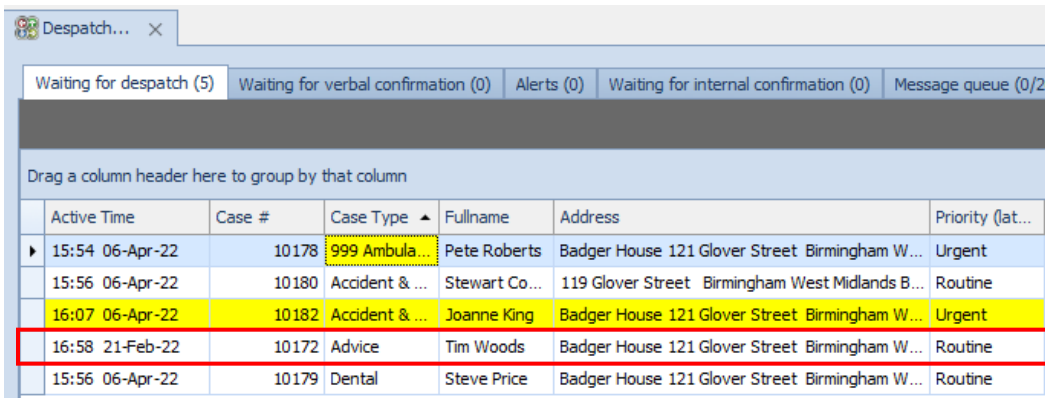
Do not state a Doctor will call back as this may not be the case.

If “Contact a dentist” is declined, send call to “Telemedical Pool” as per the instructions on **Page 5 to 7.**

For Own GP Cases (111 Recommendation)

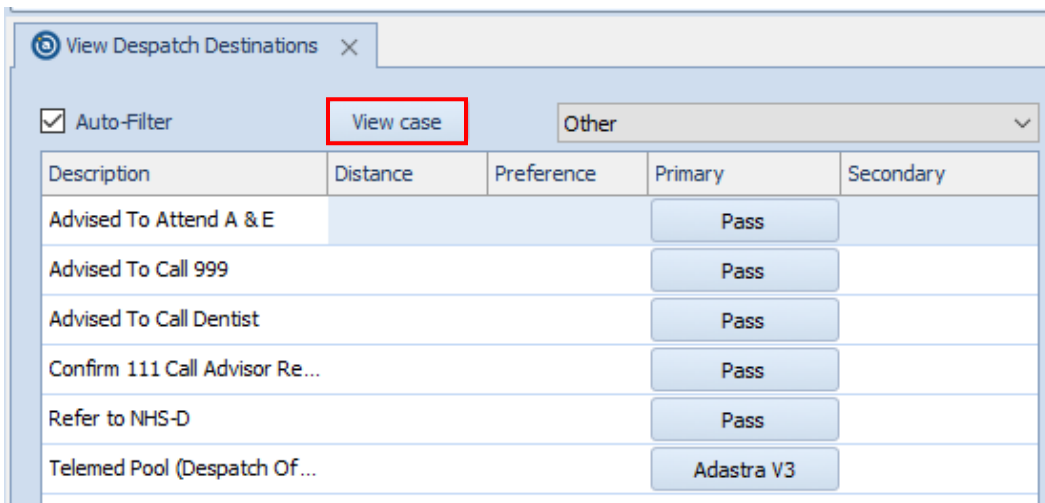
If the Case type is Advice (as is indicated on the free text that patient is to contact own GP, follow the procedure below

On access of the despatch screen,



Active Time	Case #	Case Type	Fullname	Address	Priority (lat...
15:54 06-Apr-22	10178	999 Ambula...	Pete Roberts	Badger House 121 Glover Street Birmingham W...	Urgent
15:56 06-Apr-22	10180	Accident & ...	Stewart Co...	119 Glover Street Birmingham West Midlands B...	Routine
16:07 06-Apr-22	10182	Accident & ...	Joanne King	Badger House 121 Glover Street Birmingham W...	Urgent
16:58 21-Feb-22	10172	Advice	Tim Woods	Badger House 121 Glover Street Birmingham W...	Routine
15:56 06-Apr-22	10179	Dental	Steve Price	Badger House 121 Glover Street Birmingham W...	Routine

Double click anywhere on the Advice Cases (see red)



Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

Click on View Case (see red) to see who made the initial call & return the call using the script below. Then revert to this screen.

“Good morning/afternoon/evening. Can I speak to _____ (Patient’s/Caller’s name or, if a child & no Parent name documented, the parent of _____)? I am calling from Badger Out of Hours.

“The Clinical Team have assessed your (or Patient’s name) case and agree with the 111 Call Advisory recommendation and are advising you (or the Patient’s name) to contact your own GP when it opens

If the Patient/Caller agrees to contact your own GP, pass the case as follows:-

Description	Distance	Preference	Primary	Secondary
Advised To Attend A & E			Pass	
Advised To Call 999			Pass	
Advised To Call Dentist			Pass	
Confirm 111 Call Advisor Re...			Pass	
Refer to NHS-D			Pass	
Telemed Pool (Despatch Of...			Adastra V3	

Under “Confirm 111 Call Advisory recommendation” , select “Pass” (see red).

File

Provider contact | Patient Details | Event List | Previous Encounters | Summary Care Record | Primary Care Record

Start time: 07-Apr-22 15:57:19 BST | Finish time: 07-Apr-22 16:00:11 BST

Provider details | Location details

Name: _____
 Provider Group: _____

Pager: _____ Public: _____
 Home: _____
 Mobile: _____ Bypass: _____
 Other: _____

Contact Details | Notes

Mobile: _____
 Pager: _____

None available

Badger Advice: **Passed**

No Contact

Notes: Patient Steve Price agreed with the 111 call advisor recommendation and will contact own GP

If the Patient/Caller agrees to contact own GP, record the details as follows:-

Patient/Caller’s Name, Relationship i.e. Patient’s Daughter, (their Name), agreed with the 111 call advisory recommendation and will contact own GP” and select “Passed”. (see red)

If the Patient/Caller **declines** the triage advice to call dentist, go on to say **“If you do not wish to contact a own GP, I can pass the case back to the Clinical Team for further advice. Would you like me to do that”?** If they say yes, advise them to **“Please keep the line clear & you will receive a call back”**.

Do not state a Doctor will call back as this may not be the case.

If “Confirm 111 Call advisory recommendation” is declined, send call to “Telemedical Pool” as per the instructions on **Page 5 to 7**.