

Title	ST GILES HOSPICE – GENERAL INFORMATION FOR CLINICIANS			Number	CL61
Effective From:	01/04/2020	Duration:	1 year	Review:	01/12/2022
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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
01.04.20	Reviewed, added Badger secure Team Leader email address	SB
01.04.21	Reviewed, no changes	SBr
09.06.22	Under review, no changes currently	TM/SBr

Introduction

Badger has a contract to provide services during the GP Out of hours periods to St Giles Hospice in Lichfield and the Walsall Palliative Care Centre.

Services Provided

- Telephone advice
- Home visiting service
- Medical admissions clerking
- Ward rounds

Service Response Times

(Excludes ward rounds)

- Telephone advice - 30 minutes
- Home visit - 1 hour
- Medical admissions - 1 hour

Times are taken from initial contact with Badger

St Giles Expectations of Clinicians

Badger clinicians must:

- Work within St Giles policies and procedures
- Remote prescribing “Do”s and Don”ts”
- MED-002 Anticipatory medication guidelines
- Work within the West Midlands Palliative Care Guidelines and have access to an electronic version

On Arrival

Clinicians must:

- Sign in and out in the Visitors book
- Discuss the rationale for the visit with the Nursing Team Leader

- Review the previous entries on the patients record on the Crosscare system (Lichfield only)
- Consult with St Giles 2nd on consultant where necessary
- **Lichfield** - record the details of the visit on the Crosscare system
- **Walsall** -Record the details of the visit on the Daily Assessment sheet within the patient record

Transfer of Patients to Hospital

- If a life-threatening situation that requires urgent attention occurs call 999 or instruct a nurse to do so
- The Badger Clinician will provide a written referral letter as well as speaking to the receiving doctor in the local A & E dept
- The patients drug chart will accompany the patient to hospital
- If, following review of patient, clinician is concerned that the patient may require acute intervention that cannot be given in the hospice setting, the Clinician must discuss with the 2nd on call consultant prior to making a decision
- Following decision to transfer, Badger Clinician must write a brief referral letter detailing the present complaint, medication and reason for transfer together with the drug chart
- Any treatment plans or decisions to transfer should be discussed with the patient and family where appropriate

Medical Clerking

Badger Clinician will undertake Medical Clerking for end of life admissions for patients known to St Giles

- Clinician to arrive within 1 hour of contact with Badger
- Clinician to use St Giles EOL template together with appropriate medication prescribing
- Clinician to ensure DNAR in place

St Giles Hospice- Record Keeping

Clinicians must complete all cases records as shown in the table below

Walsall			Lichfield		
Ward Round	OOH Visit	Clerking	Ward Round	OOH Visit	Clerking
Patient Daily Assessment sheet and Badger Home Visit form1	Patient Daily Assessment sheet and Badger Patient Record on Toughbook	St Giles EOL template and Patient record on Toughbook	Crosscare record	Crosscare record and Badger Patient Record on Toughbook	St Giles EOL template and Patient record on Toughbook

INSTRUCTIONS FOR BADGER CLINICIANS TO ACCESS CROSSCARE

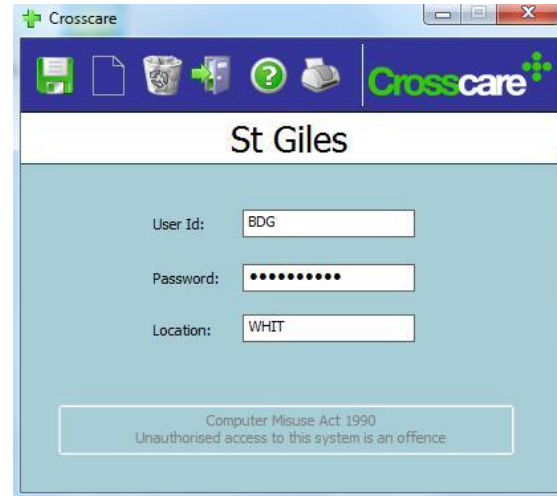
Double click icon



Enter User ID – **BDG**

Password – **Bad2013Grp** (case sensitive)

Press enter on keyboard

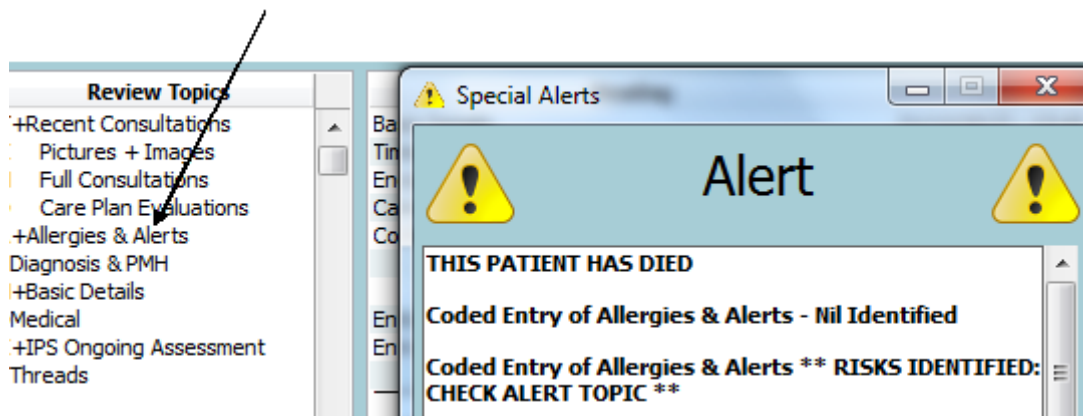


Open 'My World' by clicking on  at top of page

This will give you access to list of patients currently on unit – highlight and double click to open record

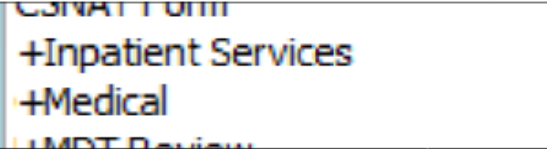
Alert box will open

To check Allergies and Alerts for this patient click on review topic to view



Check previous entries:

Under **Review Topics** select
+Medical for medic entries
And +Inpatient Services for nurse
entries

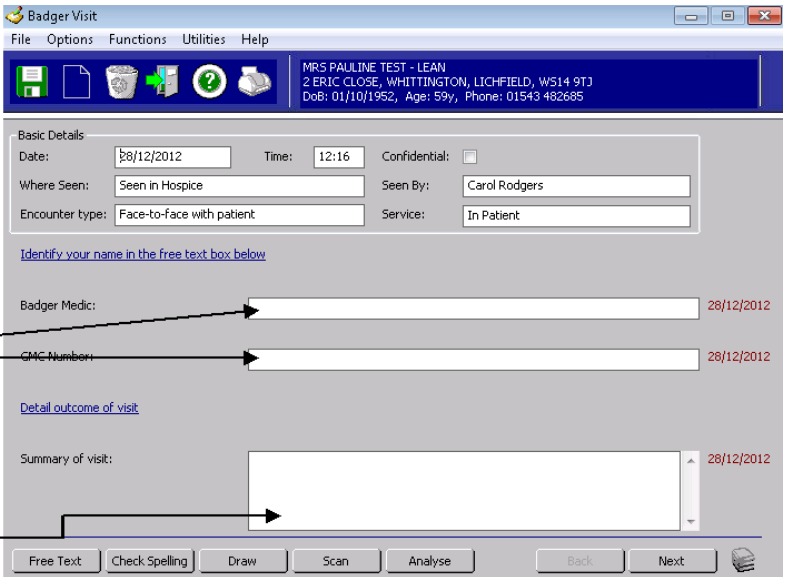


Patient Folder is located on wall outside patient room. The folder contains risk assessments, wound care booklet (if applicable) and other documentation relating to elimination, turning regime, syringe driver etc.


To enter information into patient record:
In **To Do List** click on *Badger Visit* which will open clinical window

Enter your name and GMC Number

Enter summary of your visit including outcome




When you have finished your entry click on  for spell check


Then  to save your entry

To review click on +Recent Consultations at top of Review Topics



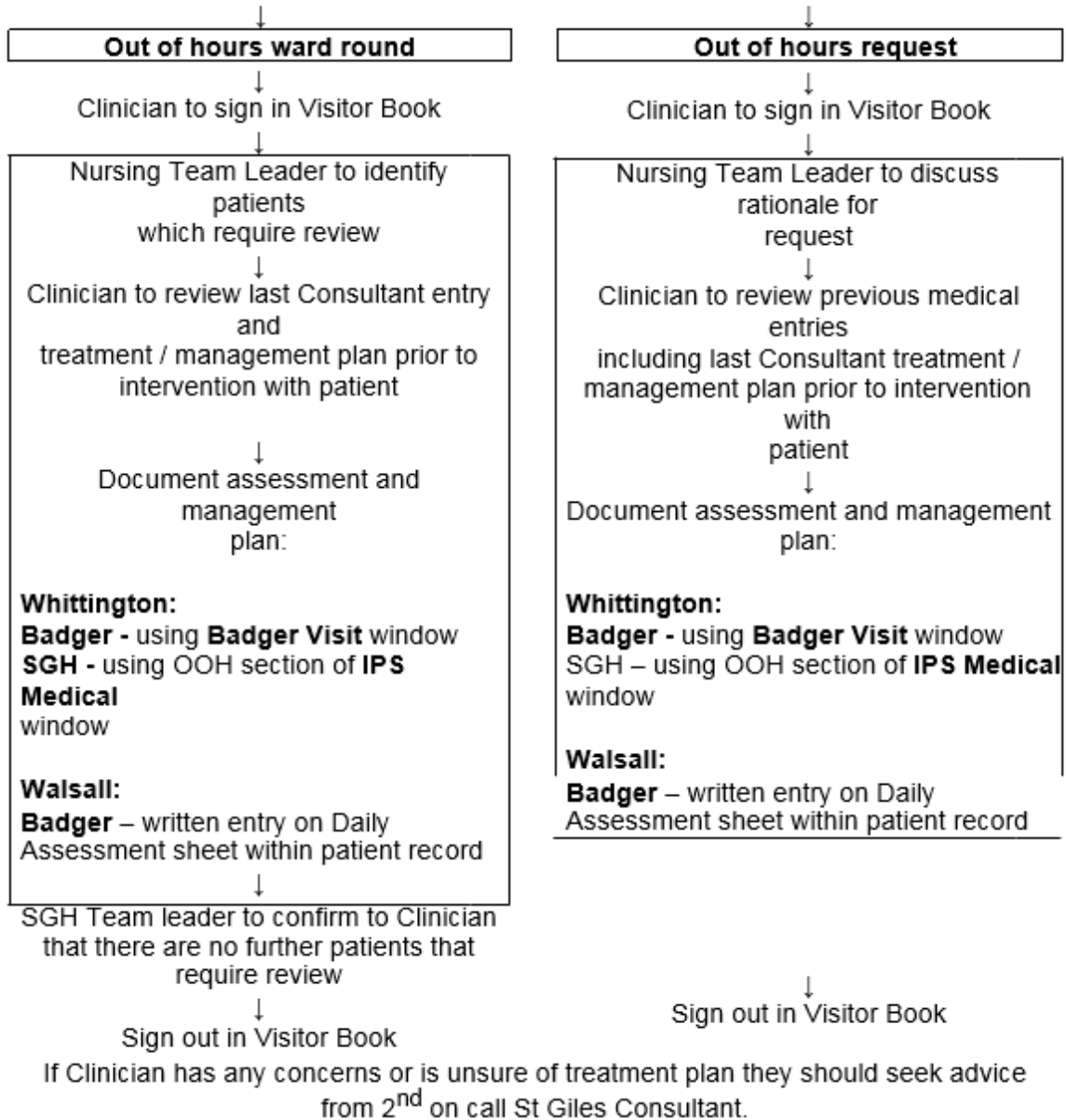
If you need to amend entry re-open Badger Visit window, make changes and click on  again

Use  shortcut to move to new patient.

Crosscare will only allow you access to one patient record at a time. When you have finished reviewing and updating actions close Crosscare down by clicking on  to exit system. If you have any queries or concerns please ask a nurse to assist you.

Process for out of hours ward rounds and adhoc reviews

Consultant final ward round for week must include treatment / management plan which has been discussed with patient and relative, where appropriate.



Transfer of patients to hospital

- If life threatening situation that requires urgent attention call 999 or instruct a nurse to do so and then inform 2nd on call Consultant.

The patient's drug chart will accompany the patient to hospital

- If, following review of patient, Clinician is concerned that patient may require acute intervention that cannot be given in hospice setting – Clinician must discuss with 2nd on call Consultant prior to making decision.

Following decision to transfer, Clinician must write brief referral letter detailing present complaint, medication and reason for transfer together with drug chart

Any treatment plans or decisions to transfer should be discussed with the patient and family where appropriate

Remote Prescribing Do's and Don'ts

Whittington and Walsall

1. What can be remotely prescribed and follow up action required

- A verbal order is not acceptable on its own
- The nurse will print off email and transcribe drug in red pen onto the 'Once Only Drugs' section of the IPU or Care Unit Prescription sheet and administer drug accordingly. This transcription must be countersigned by medic within 24 hours (72 hours maximum – bank holidays and weekends). The changes must have been authorised (via email) by a registered prescriber before the new dosage is administered.

Exemptions

- No Controlled Drugs to be prescribed remotely
- Drugs not already prescribed. If a new drug is required 1st on call will need to come into the hospice to prescribe.

2. Template for prescription

- Badger clinician and St Giles nurse to discuss case. Decision to alter prescription made and communicated verbally. Nurse to give Badger clinician patient's Crosscare/NHS number.
- Badger clinician will then confirm details by email (only use NHS.net – see below) using the following template:

- ✓ Patient name or initials
- ✓ Date of Birth
- ✓ Crosscare/NHS number
- ✓ Name of drug (generic not trade)
- ✓ Dose of drug (words not symbols)
- ✓ Route of drug (abbreviation acceptable here)
- ✓ Frequency
- ✓ Medic name and GMC/NMC registration number

The Prescription should then be passed to the Badger Team Leader for sending to St Giles via the secure nhs.net email only:

Send Email from badger.teamleader@nhs.net

Using NHS.net account:

Whittington stg.whittingtonipu@nhs.net

Walsall stgiles.walsallipu@nhs.net

PLEASE NOTE:

NHS.net to NHS.net – **IS** secure

St Giles to NHS.net (and vice versa) – **IS NOT** secure nor any other mixture e.g. NHS.com, @ssotp.tr.nhs.uk, @walsallhsopitals.nhs.uk

For your information – the following Patient Group Directions are available for use by suitably qualified nursing staff:

For the administration of

By registered nurses for

Sodium Chloride 0.9% wv intravenous

Sodium Chloride 0.9% wv urotainer, Braun

Fortisip

Cyclizine Lactate injection

Calogen

Simple Linctus

Diazepam

Nystatin

Paracetamol

Sodium Chloride 0.9% nebulas

The flushing of intravenous cannulas

Maintenance of catheter

Malnutrition

Nausea and vomiting

Malnutrition

Mild non-specific cough

Epileptic Convulsions

Oral Candidiasis

Pain and/or Pyrexia

Loosening of tenacious / sticky Secretions

This will negate the need for remote prescribing