

Title	<b>MAINTAINING BADGER NATIONAL QUALITY REQUIREMENTS</b>			Number	<b>E05</b>
Effective From:	01.03.06	Duration:	No end date	Review:	01/09/24
Author:	Revised by Scott Barnes			Version:	1.15
Other Ref:	DOH Quality Requirements – 1 <sup>st</sup> January 2005 E12 – Summary Escalation Plan				
Contacts:					

## Version Control

Previous 3 versions only - earlier versions subject to archive retention requirements

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
23.07.18	Updates to OCM list	SB
23.10.20	Reviewed, OCM list updated	SB
02.09.22	Reviewed, minor amendment – removal of Trevor Hood	SB

## Introduction

This Standard Operational Procedure provides guidance for Team Leaders on the actions required at times of peak demand when Badger is experiencing difficulties in meeting the standards set in the National Quality Requirements in the Delivery of Out of Hours Services, DH 2006 Gateway 6893 as specified in the commissioned service contracts.

## Team Leader Instructions – Back up Medical Staff

Team Leaders should be aware of the back up system for calling in Medical Staff to cope with increased activity or delays that may affect the standard.

## BADGER Standards

### *Life Threatening Conditions*

Life threatening conditions, once identified must be passed to the ambulance service within 3 minutes.

### *Returning Phone Calls*

The target for phoning back all callers is:

20 minutes: URGENT

60 minutes: For all other calls.

If delays of 60 minutes are occurring the back-up plan should be called into action.

### ***Treatment Centres?***

The target for seeing patients at a treatment centre is:

- 60 minutes: Emergency cases
- 120 minutes: Urgent cases
- 360 minutes: For all other cases

If delays are occurring the Receptionist should apologise and explain to the patients the reason for the delay. If the backlog is likely to clear within a further 30 minutes no further action is needed. If the backlog is continuing the receptionist should inform the Team Leader and the back- up system should be called into action.

### ***Home Visiting***

The target for seeing patients from the time of assessment (when they spoke to the doctor and a visit was agreed) is:

- 60 minutes: Emergency calls,
- 120 minutes: Urgent calls
- 360 minutes: For all other calls.

If delays over these times are occurring the back up system should be called into action.

## **Back Up System**

The Team Leader should redeploy the 'least busy' resource and recall or transfer a doctor to wherever the pressure is occurring.

If the standards are still not being met within a further 30 minutes the Team Leader should call in extra clinicians.

If the standards are still not being met within a further 30 minutes the Team Leader should inform:

The Medical Director on Call (See Procedure E04)

Dr Fay Wilson	Medical Director	<b>07788 418513</b>
Dr Joe Iyer	Assoc. Medical Director	<b>07958 519871</b>
Dr Lou Lupoli	Assoc. Medical Director	<b>07733 007094</b>
Dr Vipran Vijaya	Assoc. Medical Director	<b>07973 135873</b>

or

Dr Mukesh Sinha	Chairman	<b>07976 243711</b>
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and/or

BADGER on Call Manager (See Procedure E04)

See on call Manager rota for Weekends

<b>Andrea Braham</b>	<b>07949 376679</b>
<b>Ruth Barnes-Nelson</b>	<b>07483 077882</b>
<b>Scott Barnes</b>	<b>07760 773100</b>
<b>Steve McDonnell</b>	<b>07587 774227</b>
<b>Victoria Young</b>	<b>07375 068725</b>

Or

<b>Scott Barnes</b>	<b>07760 773100</b>
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If the Team Leader feels at any time that the situation is going out of control, she/he may at anytime activate the backup system at her/his discretion.

## Inbound Call Handling Guidelines

Badger is contracted to report on call handling performance to the CCGs as part of the out of hour's contract. Failure to achieve the targets will result in the Commissioners issuing breach notices that may result in the contract being taken off Badger and as a consequence jobs may be lost.

The National Quality Requirements (NQR's) for call handling is:

- All calls must be answered within 60 seconds of the end of the introductory message.
- No more than 0.1% of callers receive the busy/engaged tone.
- No more than 5% of calls abandoned.

The recent rota is based on the numbers of actual calls received in a 3 month period. This information has been applied to the call centre erlang calculator that is based on number of calls received per hour, the average time taken per call and the level of service required, in this case 100%. Additional resources have been added to the rota to account for cancellations, Assistant Team Leaders, Visit Dispatchers and OOH dispatchers.

It is essential that Team Leaders manage our inbound call activity efficiently and effectively as possible to ensure that the NQR's are being met.

The Agent summary screen must be constantly monitored to manage the activity. The Call Summary screen shows the status of the incoming calls with the number of calls waiting and the time callers have been waiting.

The primary alert **AMBER** is set to show calls that have been waiting for 40 seconds.

The secondary alert **RED** is set to show calls that have waiting for 1 minute or more.

The Agent details screen is only visible to Team Leaders and should be monitored continuously to see that all inbound call handlers are logged on and available to take calls with no excessive **Not Ready** times.

### Action to take when standards are being breached

- Check the Agent details screen to see that all call handlers are logged on and available.
- Stop non-essential dispatching
- Ask Assistant Team Leaders to take calls.
- Ask Visit Coordinators to alternate between dispatching and passing visits.
- Take calls yourself, taking one or two calls will reduce breaches.
- If a driver is trained as a call handler utilise them to take calls if available.
- Ask Call Handlers to stay on after the end of their shift if the activity persists.
- Ask Call Handlers due to come on later in the day to come in earlier.
- If you are understaffed due to non-attendance and last minute cancellations for any reason, you need to source call handlers if inbound activity is high.
- Managing call handlers breaks and comfort breaks at peak times in accordance with inbound activity and where there are set trends i.e., Saturday's 8am to 10am. Breaks should not be taken at peak times when the telephony board is in red.