

STANDARD OPERATING PROCEDURE

Triage Process and Accessing the Humber Centre Primary Care Service

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VALIDITY – All local SOPS should be accessed via the Trust intranet

CHANGE RECORD

| Version | Date | Change details |
|---------|----------|--|
| 1.0 | Mar 2019 | New SOP |
| 1.1 | Apr 2019 | Addition to SOP at section 4.2 |
| 1.2 | Mar 2022 | Reviewed (P Boden) - No changes. |
| 1.3 | Dec 2022 | Review of SOP. Approved at Forensic Services CNG (12/12/2022). |
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1. INTRODUCTION

The accessing primary care services standard operating procedure will enable the Humber Centre patient population to access the same core primary care services that the general population enjoy and are entitled to.

A clinical work force of general practitioner, nurse practitioner, and registered nurse, associate practitioner and visiting primary and community care clinicians make up the Humber Centre Primary Care Service.

The service operates Monday to Friday (excluding Bank Holidays) 0800 hours to 1600 hours.

In order to effectively, appropriately and safely ensure all Humber Centre patients can access the primary care service a robust, auditable and formal triage and referral process has been implemented.

2. SCOPE

This standard operating procedure (SOP) is applicable to all staff working within the forensic inpatient service. The SOP provides guidance to all clinical staff working within the forensic service inpatient areas (nurses, Occupational Therapy, Psychology, Speech and Language, Art Therapy and medical staff) where primary care service input is deemed necessary. This SOP aims to ensure that all staff are aware of how and when to access the service for patients resident within the Humber Centre. A standardised and consistent access route will ensure that all patients are triaged and reviewed by the primary care service in a timely and effective manner.

3. DUTIES AND RESPONSIBILITIES

The director of nursing is responsible for the clinical risk management and will ensure the SOP is reviewed and monitored.

Service Line Managers and Clinical Directors will:

- Ensure the SOP is implemented within their Care Group.
- Bring the SOP to the attention of all clinical staff.

Ward Sisters/Charge Nurses and Deputies

- Will ensure accessing primary care services for patients is part of the local induction of clinical staff including temporary, Bank and agency staff.
- Ensure adherence to the SOP in practice.

Medical and Registered Staff

- Complete the referral form for patients in their care as the need arises.
- Ensure primary care services are notified of all referrals by emailing the primary care service generic email inbox.
- Complete documentation on Lorenzo patient notes to record that referral to primary care has been made.
- Ensure robust handover of information relating to primary care referral at inter shift changeover and during individual staff changeover.

Non-registered Staff

- Be familiar with the SOP and primary care service referral made for each individual in their care
- Report any relevant information to assist the effective referral of patients to the primary care service
- All clinical staff including all allied health professionals are responsible for familiarising themselves with the SOP to access primary care services and act in accordance with the stated requirements.

4. PROCEDURES

Triage and Access to Humber Centre Primary Care Service

There will be three levels of response from the triage, these are:

- Emergency – immediate response.
- Urgent – same day response
- Routine – appointment to see the nurse or GP made as appropriate.

Routine and non-urgent referrals to the primary care services (see flowchart in Appendix 1).

- Ward medical, nursing, therapy and psychology staff will complete the primary care (health hub) referral form on the Lorenzo system found as a clinical note in the medical tab in the clinical chart.
- The referral form should contain comprehensive information about the reason for referral in order that primary care staff can triage the referral appropriately and safely.
- Ward medical, nursing, therapy and psychology staff will notify the primary care services of the referral via the primary care and physical health services email inbox hnf-tr.primarycareservice@nhs.net
- **Do not email individual practitioners regarding referrals.**
- Primary care staff will review each referral and notify the ward about outcome and where necessary confirm an appointment time and place of review (in primary care service or on the ward).

Emergency and urgent referrals to the primary care service

- For emergency or urgent referrals initially phone the ward doctor and primary care services or page the doctor/primary care practitioner via reception requesting them to attend the ward to review/triage the patient.
- **If ward staff have assessed the patient as requiring emergency medical care then 9-999 should also be called to summon emergency services support.**
- As soon as the emergency or urgent referral has been resolved the ward staff must ensure the referral form and email are then sent as per the referral process for non-urgent and routine referrals.

4.1 Humber Centre primary care service procedure for referring a patient to the ward medical team

Where a primary care service team member deems it necessary to refer a patient to the ward medical team:

- The primary care service team member will make a face to face or telephone referral to the ward medical team (Doctor)
- Sufficient clinical and contextual information will be provided by the primary care service to the ward medical team to allow them to make an assessment of urgency and appropriateness of the referral (e.g. would a direct 999 call be a more appropriate response)
- Once the receiving medical team (Doctor) has accepted the referral this will be recorded in the patient Lorenzo record
- An additional confirmatory email record of acceptance of the referral will be sent to the ward doctor via the primary care generic email.

4.2. Primary Care Review/Consultation Record

Primary care services clinical notes are in the Medical Tab in the Clinical Chart (Lorenzo).

Two additional physical health clinical notes are also found in the medical tab in the clinical chart.

These two notes are for completion by non-medical primary care service clinicians and visiting primary care related speciality clinicians only

- Physical health service consultation note – for first or one off patient consultation with primary care clinical staff (non-medical clinicians).
- Physical health service clinical review note – for either planned follow ups or specialist clinic review such as diabetes clinics with primary care clinical staff (non-medical clinicians).
- Doctors will continue to record using the 'Doctors Clinical Note'.
- Ward, nursing, therapy and psychology staff will continue to record using the 'Physical Health Note' located in the Care Plans, Care Pathway Tab (Lorenzo).

5. REFERENCES

- Service specification: medium secure mental health services (Adult), NHS England, 8 201
- Improving the physical health of patients with serious mental illness, NHS England,
- Physical healthcare for people with mental health problems, Gov.uk, 201
- Improving Physical Health for People with Serious Mental Illness, NICE, 2018
- Physical health of people in prison, NICE (NG57), 201

Referral Process to Primary Care Service (Previously Health Hub)

