

STANDARD OPERATING PROCEDURE DUTY DOCTOR

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Name of Trust Strategy / Policy / Guidelines this SOP refers to:	

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

CHANGE RECORD

Version	Date	Change details
1.0	20 April 22	New SOP. Approved at Clinical Network (Primary Care) 20-Apr-22
1.1	21 July 23	Reviewed. Appendix 1: New Primary Care Model removed. Replaced with Appendix 1: Appointment Type amended. Approved at Primary Care Clinical Network Group (21 July 2023).

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1. INTRODUCTION

Routine appointments available to patients are quickly booked up within the first hour or so of a working day in a typical GP Practice. The duty doctor role allows the surgery to deal with urgent matters for that day, when there are no appointments left available to book.

2. SCOPE

This SOP will be used across all Primary Care Services within Humber Teaching NHS Foundation Trust. It applies to all permanent, temporary, locum, P2P, and salaried GPs working within a Humber Teaching NHS Foundation Trust GP Practice.

3. DUTIES AND RESPONSIBILITIES

The Primary Care Clinical Network Group Forum will develop, approve, implement, and review the effectiveness of this SOP.

The Clinical Leads, Practice Managers, and Service Manager will ensure dissemination and implementation of this SOP. They will also escalate any concerns to the GP Lead for Primary Care and to the Primary Care Clinical Network Group.

4. PROCEDURES

- GP Practices will have a nominated duty doctor (occasionally an Advanced Clinical Practitioner) each day to cover the opening hours of the Practice.
- Allocation of the duty doctor will be on a pro rata basis
- The nominated duty doctor should be physically present in the surgery within these opening hours (apart from when on lunch break or doing home visits). In extreme cases, it may be acceptable to have a duty doctor working remotely but provisions need to be put in place for patients to be seen in the GP surgery following the initial triage by the duty doctor.
- Role of the duty doctor include:
 - Providing support to receptionists and admin staff with regards to care navigation of patients
 - Providing support to ACPs and other clinicians within the Practice
 - Triage and managing urgent appointments on the day within an agreed capacity (see appendix)
 - Managing urgent on the day abnormal pathology result, clinic letters, discharge letters, and prescription requests
 - Allocating outstanding pathology and discharge letters to action to relevant clinicians on the day
 - Triage and Allocation of home visits on the day
 - Attending the daily safety huddle

APPENDIX 1: APPOINTMENT TYPE

APPOINTMENT TYPE

<ul style="list-style-type: none"> • Pregnancy related problems • Palliative care patients • Complex patients (multiple problems) • Young children: <6months • Known mental health and/or drug issues • Review of ongoing problem/chronic illness • Gynaecological problems • Safeguarding issues notified by a third-party (letters, school, health visitor, community nurses) • Developmental or Behavioural issues in children 	GP
<ul style="list-style-type: none"> • Minor illnesses – see ACP checklist • Musculoskeletal problems- see ACP checklist 	Advanced Clinical Practitioner
<ul style="list-style-type: none"> • Long Term Condition reviews – see PN checklist • Compression Stockings-related issues/doppler 	Practice Nurse
<ul style="list-style-type: none"> • Simple post-operative wound issues/suture removal 	Healthcare Assistant
<ul style="list-style-type: none"> • Long Term Condition reviews – see Pharmacist checklist • Medication reviews • Medication related problems such as side effects 	Pharmacist
<ul style="list-style-type: none"> • Review of ongoing problem - check if ok with patient first • Simple skin issues- provided they can also send in photos • Certain Long Term Conditions and Medication reviews provided that relevant tests have already been done (blood tests, urine, ECG, BPs etc) • Requests for letters 	Telephone/Video Call
<ul style="list-style-type: none"> • Fit note requests • Re-writing of community drug charts • Medication requests • Miscellaneous - vaccination queries, existing referral queries etc 	Task
<ul style="list-style-type: none"> • Acutely unwell patients who cannot come into the surgery - bed bound patients, palliative care patients etc 	Home Visit
<ul style="list-style-type: none"> • Anyone who feels unwell or has a minor illness or an injury – see RED, AMBER, GREEN lists for more guidance 	Same Day
<ul style="list-style-type: none"> ➢ Ask patient if needs same day, same week, or routine appointment ➢ Ask patient if it can be sorted by a telephone appointment, video call, or needs a F2F appointment ➢ For non-urgent problems encourage patient to fill in an online (Engage) consultation ➢ Inform patient about phoning us back or 111 if becomes more unwell whilst awaiting their appointment 	

If in doubt- speak to your duty doctor/team