

CCAS TROUBLE SHOOTING GUIDE

Version 1

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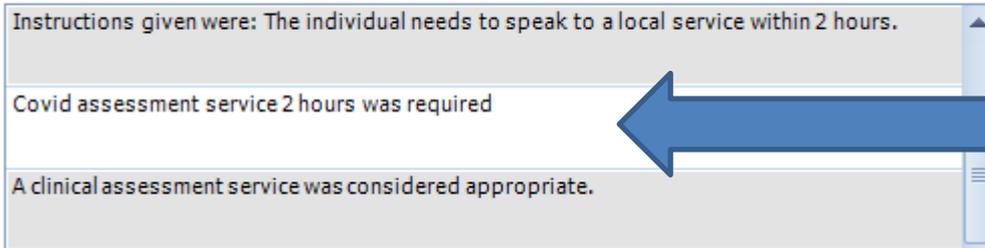
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CORRECTING WRONG TURNS

What do I do if I think I've taken the wrong route in the system?

1. Go to the **Call Report** on the bottom right of your screen and click on the step where you think you went wrong to highlight it. Use the scroll bar to move up and down the **Call Report** to find the option you want. For example, if you had selected a 2-hour Covid assessment but actually wanted a more urgent 1 hour timeframe, click on the 2 hour step:

Call Report



2. This will highlight the selection you had made, and give you an option to **Change Answer** at the bottom of the screen:

COVID CLINICIAN CLOSURE PATHWAY
WHICH OF THE FOLLOWING IS REQUIRED ?
To decide the most appropriate management of the call.

Covid risk Clinical Assessment service 1 hour

Covid risk Clinical Assessment service 2 hour

Covid risk Clinical Assessment service 4 hour

Covid risk Clinical Assessment service 6 hour

Covid risk Clinical Assessment service 12 hour

Summary PEE4.7600
The consultation has identified
Coronavirus concern
Vulnerable person at risk
Clinical assessment service required
Covid assessment service 2 hours was required
Assessment ended, system user or caller terminated call

Call Report
Instructions given were: The individual needs to speak to a local service within 2 hours.

Covid assessment service 2 hours was required

A clinical assessment service was considered appropriate.

Someone else was considered to be vulnerable and at risk.

The situation was not believed to be life threatening.

Change Answer Return Restart Triage Early Exit

A blue arrow points to the 'Change Answer' button.

3. **Change Answer** presents the option screen again for you to make a new selection and continue. If you wanted to stick with your original 2-hour timeframe, simply press **Return** to go back to where you were in the process.

DIRECTORY OF SERVICES (DoS) SELECTIONS

Which service should I select?

1. General rule of thumb is that the top service in the presented list is the most appropriate choice, as DoS end points are commissioner led;
2. It is perfectly acceptable to select other choices from the list, but you will need to select a reason why you did not choose the top option from the drop-down list:

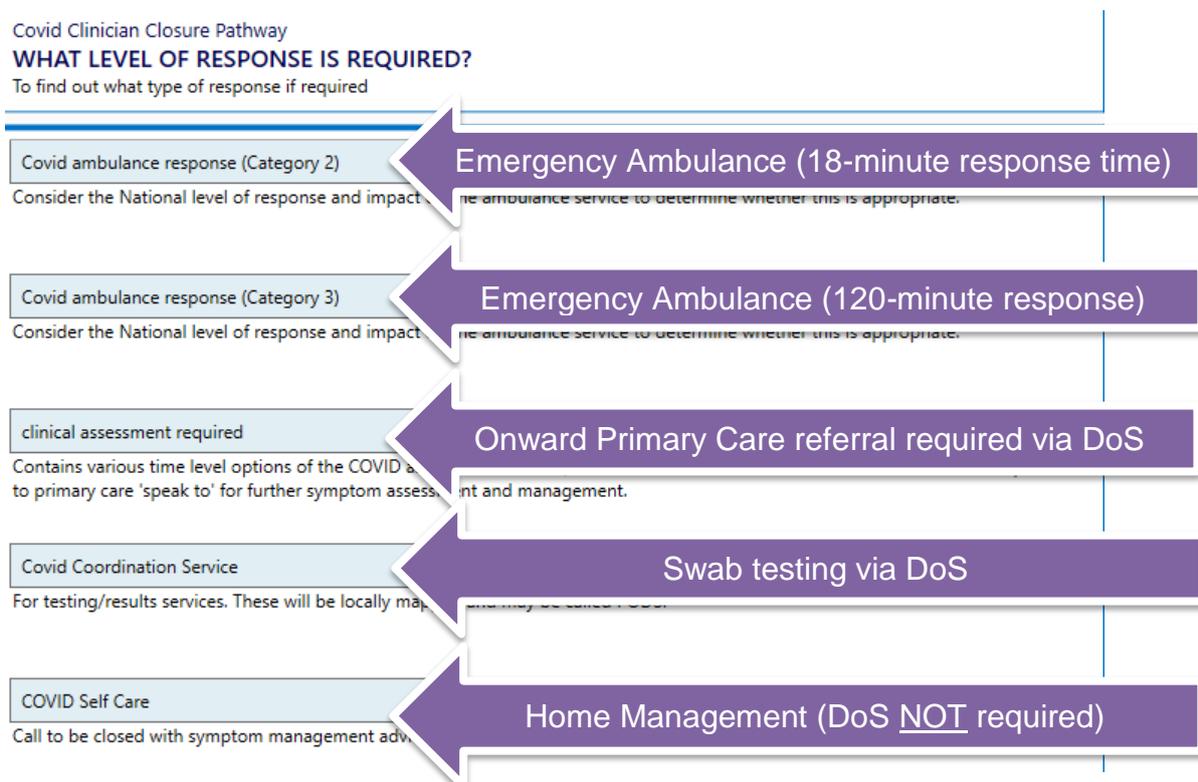
Reason for selection

3. It is vitally important that you read the supporting instructions for DOS end points as they are all service-specific;
4. **If you do not understand the options, please talk with a Team Leader BEFORE they advise the patient or make a DOS selection.**

DISPOSITIONS

Which disposition should I select?

1. You have 5 pre-set coronavirus outcomes to choose from:



2. Selecting **Clinical assessment required** will present you with these timeframes:

Covid risk Clinical Assessment service 1 hour

Covid risk Clinical Assessment service 2 hour

Covid risk Clinical Assessment service 4 hour

Covid risk Clinical Assessment service 6 hour

Covid risk Clinical Assessment service 12 hour

What do I do if I want a different disposition to the ones presented?

3. If you specifically want a different outcome, select the option closest to your needs and you will go through to the **Disposition Screen**:

Speak to Clinical Assessment service 2 hours COVID risk

The individual needs to speak to a local service within 2 hours.

- Disposition is appropriate
- Disposition considered appropriate – caller unlikely to follow disposition
- Disposition considered inappropriate – alternative disposition required
- Disposition considered inappropriate – repeat caller (3 calls within 4 days)

4. Select **Disposition considered inappropriate – alternate disposition required**, and you will see drop-down list of other outcomes you can choose from:

- Disposition is appropriate
- Disposition considered appropriate – caller unlikely to follow disposition
- Disposition considered inappropriate – alternative disposition required
- Disposition considered inappropriate – repeat caller (3 calls within 4 days)

Select new disposition from list

MUST contact own GP Practice for a Non-Urgent Appointment

MUST contact own GP Practice within 3 working days

Provide Service Location Information

Refer to Mental Health/Crisis Service within 4 hours

Speak to a Primary Care Service within 1 hour

Speak to a Primary Care Service within 1 hour for palliative care

Speak to a Primary Care Service within 1 hour possible Viral Haemorrhagic Fever

Speak to a Primary Care Service within 12 hours

Speak to a Primary Care Service within 2 hours

Speak to a Primary Care Service within 24 hours

Speak to a Primary Care Service within 6 hours

Speak to Clinical Assessment service 1 hour COVID risk

Speak to Clinical Assessment service 12 hours COVID risk

Speak to Clinical Assessment service 2 hours COVID risk

5. Simply scroll up or down until you find one that matches your requirements and click on it to select it.

FAILED CONTACT

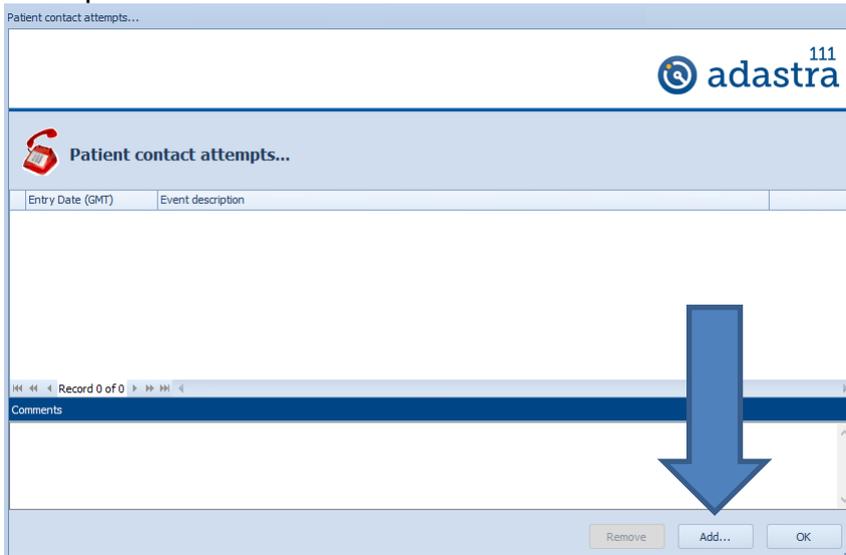
What do I do if I cannot contact the patient?

It is our standard policy to make two attempts to contact a patient.

1. If there is no reply to your first attempt, time stamp this into the record by clicking on the red telephone icon in the middle of the **Patient Details** tab:



2. A **Patient contact attempts...** pop-up box will appear where you can **Add...** a contact attempt to the record:



3. Click **Add...** and the Record contact attempt pop-up box will appear:



- Click on the Dial button next to the telephone number you have tried to ring; then click on one of the available options to record the contact attempt outcome. This will time stamp the record and return the case to the queue.

Entry Date (GMT)
▶ 01-Apr-20 15:57:07

What do I do if I cannot contact the patient after a second attempt?

- Go to the **Current consultation** tab and launch **Pathways SCM (Referrals)** without entering any notes;

- Select the **Early Exit** option from the bottom right hand corner of your screen, and then click:

I terminated the call OR the caller terminated the call (specify)

This gives the opportunity to document the reason for terminating the call. This means that the call was terminated by the caller or the clinician.

- Document your failed attempts in the **Specify...** pop-up box and click **Next** to continue:

- Click the Instructions to Caller box to show that you have followed our policy (2 attempts):

Instructions To Caller

- Follow your operational policy for this situation.

- Click on **Save & Close** and then **Finish** to close the call.

ONWARD REFERRALS

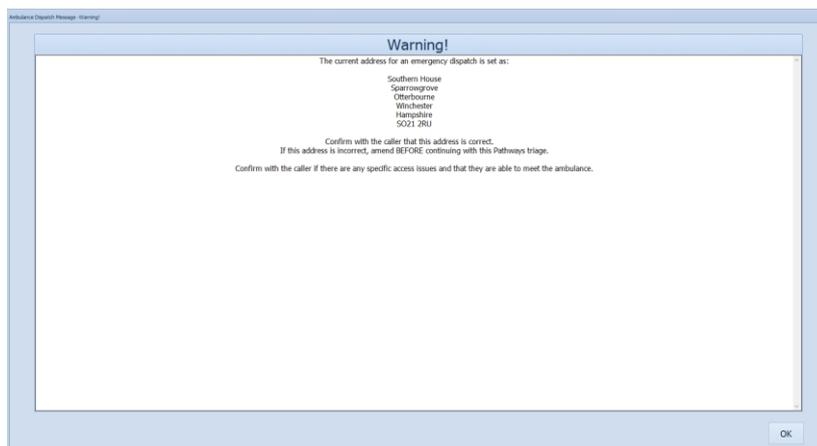
How does my assessment report get to the other services?

1. **Post Event Messaging** (PEM) reports are sent electronically via Interoperability Toolkit (ITK) messages;
2. If the patient has been spine matched (i.e. has a verified NHS number) a copy of the assessment will always be sent to their own GP to form part of their permanent patient record;
3. When you select a DoS end point from the list a copy of the assessment will be sent to that service, if they are set up to receive 111 messages;
4. If a message fails, you will be notified by a pop-up box telling you that the service you have chosen is unable to receive 111 referrals. These should be picked up by the Team Leaders;
5. In-hours referrals to a patient's own GP - you must tell the caller that **they must ring their own GP surgery** to arrange follow-up within the timeframe you have recommended; **you must not tell the caller that their in-hours GP will ring them**;
6. OOH referrals to a patient's home OOH provider – you must tell the caller that they will receive a call back from their OOH service within the timeframe you have recommended;

SENDING AMBULANCES

How do I send an ambulance?

1. An **Ambulance Dispatch Message – Warning!** pop-up box will fill your entire screen for you to confirm the correct address by clicking on OK:



2. You will then see the Disposition Screen which confirms that you want to send an ambulance:

An emergency ambulance is being arranged.

Optional Script: AN EMERGENCY AMBULANCE IS BEING ARRANGED. THE AMBULANCE WILL AIM TO BE WITH YOU WITHIN 18 MINUTES OR AS SOON AS ONE IS AVAILABLE.

3. You must then click on the **blue bar** to send the ambulance:

An emergency ambulance is being arranged.

How do I know that I have sent an ambulance correctly?

1. You will get a pop-up box confirmation that an ambulance has been sent which you must acknowledge by clicking OK to continue.

What happens if the electronic ambulance referral fails?

1. An **Ambulance Dispatch Message – STOP!** pop-up box will fill your entire screen with the address and the words **STOP!** and **Instructions** in red text:



2. This pop-up box contains all the information you need to pass to the 999 service. In this example, the disposition code is Dx01125 and the ambulance response category is C2:

The following disposition has been reached:
Dx01125 - Emergency Ambulance Response for Potential COVID19.
Ambulance Priority Code: C2

Address
Southern House
Sparrowgrove
Otterbourne
Winchester
SO21 2RU

3. At this screen you **MUST** place the caller on hold and ring 999, telling the operator to ignore your number and requesting the ambulance service for the area local to the patient;
4. Once connected with the ambulance service state you are a 111 GP with a failed ambulance referral. They will then talk you through the information they need and provide you with their reference number when they have finished;

- Once your 999 call has finished, click the pop-up box bottom left to acknowledge and then bottom right 'OK' to continue:

I confirm that I have read and understood the message and instructions.

OK

- The **Ambulance Dispatch Message – STOP!** pop-up box will appear for a second time as a safety reminder to ensure you have passed the details to 999 verbally. Acknowledge as in step 5 above;
- Continue working through the system ambulance closure screens, and record the 999 reference you were given in the **Case Questions** pop-up box:

Case Questions

adastra

111 - Ambulance Transfer

Ambulance CAD number:

Comments:

Next > Cancel

UNVERIFIED NHS NUMBER

You **MUST NOT** pick up any cases that do not have an NHS number, unless your name has been specifically allocated to such a case.

How do I know if the case has an NHS number?

- There will be a visible NHS number populated in the **NHS Number** column next to the case;
- The **Status Description** column for that case will display "Waiting for clinician"

How do I know if the case does not have an NHS number?

- The **NHS Number** column next to the case will be blank;
- The **Status Description** column for that case will display "Unverified NHS Number"

How do I know if a case has been allocated to me?

1. Your name will appear in the **Pass Provider** column next to the case.

UPDATING DEMOGRAPHICS

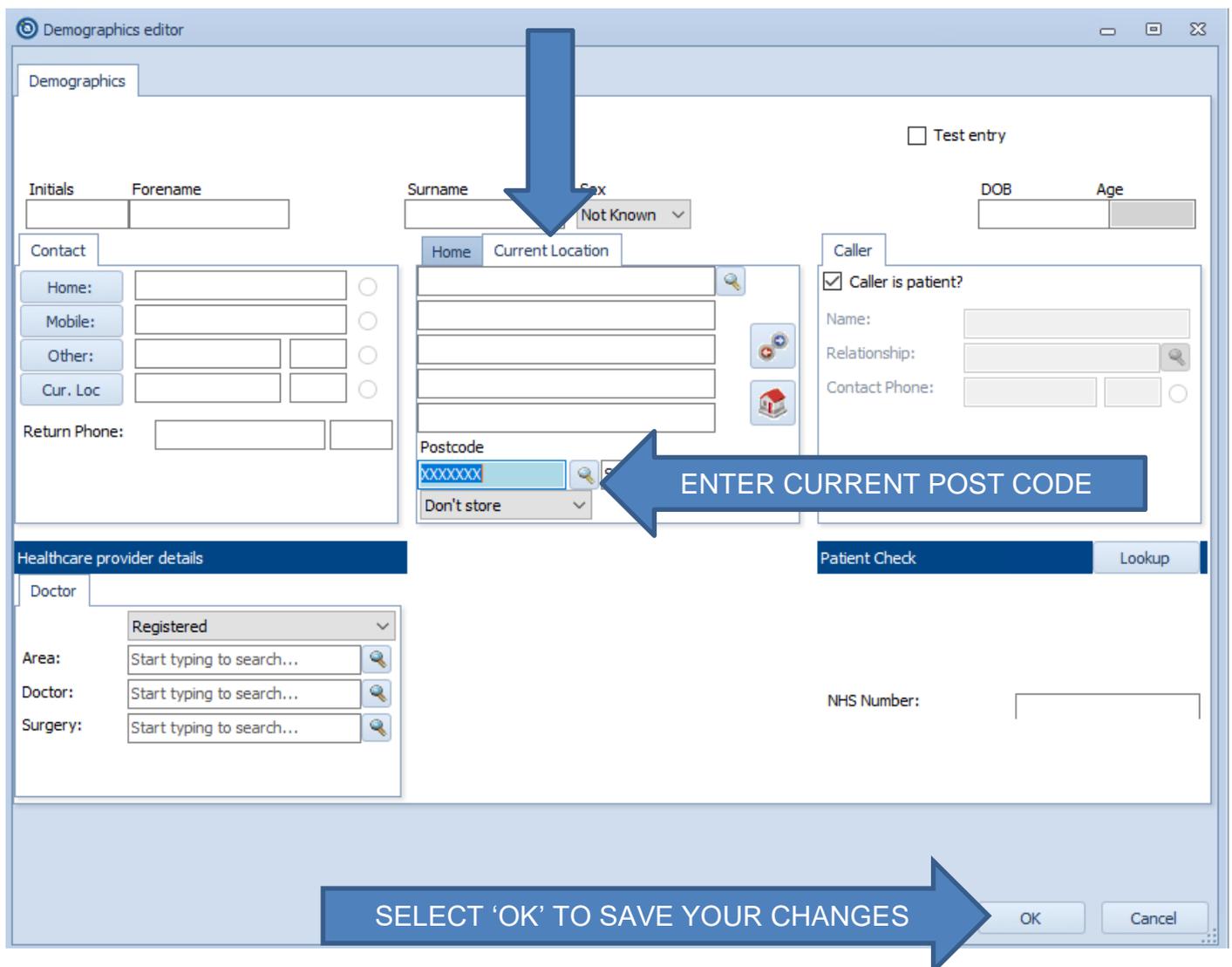
It is vitally important that you confirm the current location at the time of your call to ensure that appropriate services are presented by the DoS if any onward referral is required and any ambulance goes to the right address.

How do I change an address?

1. Update via the **Demographics editor** pop-up box. Look to the far lower right side of your screen for the **Edit Demographics** button, and click on it:



2. You will see this pop-up box. Go to the centre of the pop-up screen and make sure you click on the **Current Location** tab. Enter the correct current post code and click on the magnifying glass to perform an address search function:



The screenshot shows the 'Demographics editor' window with the following fields and sections:

- Demographics** section: Initials, Forename, Surname, Sex (dropdown menu with 'Not Known' selected), DOB, Age.
- Contact** section: Home, Mobile, Other, Cur. Loc (each with a radio button), Return Phone.
- Current Location** section: Home, Current Location (selected), Postcode (with a magnifying glass icon), Don't store (dropdown menu).
- Caller** section: Test entry, Caller is patient?, Name, Relationship (with a magnifying glass icon), Contact Phone.
- Healthcare provider details** section: Doctor (Registered dropdown), Area, Doctor, Surgery (each with a search field).
- Patient Check** section: NHS Number.
- Buttons**: OK, Cancel.

3. You will see another pop-up box called an **Ambiguity list** that will return a list of properties that match the post code you have input. Find the correct exact location from the list and double click to select it. Then click on **OK** to save your changes. You will see the current address has now changed to the correct location you have confirmed with the patient.