

## Walk-In Patients Policy

March | 2015

**Responsible Committee:** Operation Committee

**Date Effective:** March 2015

**Supersedes:** January 2015

**Next Review Done:** March 2017

## **SELDOC POLICY – WALK-IN PATIENTS**

### **What is a walk-in patient (WIP)?**

A WIP is a patient who arrives at a SELDOC facility requesting care without prior arrangement.

### **What is SELDOC's policy?**

SELDOC is not organised to offer an effective walk-in service and does not encourage patients to use the service in this way.

However, SELDOC recognises that on occasion patients may attend a SELDOC facility requesting care without prior arrangement. SELDOC will endeavour to assist these patients.

**IT IS NOT SELDOC'S POLICY TO REFUSE TO ASSIST WALK IN PATIENTS.**

If a clinician refuses to assist a WIP the supervisor will contact the Medical Director on Call immediately.

### **How will these patients be managed?**

If a patient attends a SELDOC facility which is co-located with a walk-in care provision service, patients will be re-directed to that service.

If a patient attends a base centre where there is no walk-in provision the supervisor will follow the Walk-In Patient Assessment Protocol (See Appendix1).

### **Recording**

All walk in patients who are assisted by SELDOC will be logged on Aداstra completing the appropriate fields.

A note of patients referred to 111 to be made on the shift co-ordinator's report.

#### **Advice to patients about 111**

"The NHS now operates a service for all patients who feel unwell when their GP surgery is closed.

They will take all your details and decide what would be the best form of care for you. If you need to see a doctor they will advise you of this and arrange for an appointment.

We have doctors on sight but they are seeing patients who have booked appointments. We do not have emergency facilities at this site."

# WALK-IN PATIENT ASSESSMENT PROTOCOL

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Grade	Symptoms	Additional Information	Action
<b>A</b>	<b>CHEST PAIN</b> Central & Severe Currently in pain >35 years old	Tightness, heaviness or crushing pain	Obtain essential patient details if possible: <ul style="list-style-type: none"> <li>• Name</li> <li>• Age</li> <li>• DoB</li> <li>• Address</li> <li>• Emergency condition</li> </ul> <b>CALL AMBULANCE</b> Call 999 <b>IMMEDIATELY</b> and <b>Call Duty Doctor to provide emergency care</b>
	<b>BREATHING DIFFICULTY</b>	Unable to speak Going blue	
	<b>SWELLING OF MOUTH or TONGUE</b>	Unable to swallow saliva	
	<b>COLLAPSED OR UNCONSCIOUS ADULT UNRESPONSIVE OR FLOPPY CHILD</b>	Not responding normally	
	<b>FITTING (SEIZURE)</b>	Not stopped	
	<b>LOSS OF MOVEMENT, NUMBNESS OR WEAKNESS OF FACE, LIMBS DISTURBANCE OF SPEECH</b>	Sudden onset	
	<b>HEAVY BLEEDING</b>	Not stopped	

Grade	Presentations	Action
<b>B</b>	<ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Asthma</li> <li>• Breathing Problems</li> <li>• Severe Abdominal Pain</li> <li>• Sudden unexplained swelling</li> <li>• Floppiness in small children but</li> </ul>	Call Duty Doctor to make immediate assessment

	conscious and responding <ul style="list-style-type: none"> <li>• Heavy Blood Loss (not active)</li> <li>• Cancer patients with pain</li> <li>• Vaginal bleeding in pregnant women</li> <li>• Fits (seizures) now stopped</li> </ul>	May require ambulance
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Grade	Psychiatric Conditions	Action
<b>P</b>	<ul style="list-style-type: none"> <li>• Poisoning/Overdose taken</li> <li>• Expressing thoughts of self harm or suicidal ideas</li> <li>• Confusion</li> </ul>	Discuss with Duty Doctor - See at their discretion

<b>ALL OTHER PRESENTATIONS</b>
<b>**Advise patient to dial 111**</b>
<b>If patient unable to use own offer SELDOC phone</b>
If in doubt seek advice of Duty Doctor