

Walk In patients Policy

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Responsible Committee: Clinical Governance Committee
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Comments (details of change):

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.

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."

Appendix 1

WALK-IN PATIENT ASSESSMENT PROTOCOL

Always ask to speak to the patient, if possible

Grade	Presentations	Additional information	Action
A	CHEST PAIN -central & severe for 15 mins or more > 35years old	Tightness, heaviness or crushing pain	<p>CALL AMBULANCE Advise caller you will contact '999' IMMEDIATELY</p> <p>If ambulance is refused <u>Urgent GP Advice</u> is needed</p> <p>Click '999' button in ADASTRA to record that you have called the ambulance</p>
	BREATHING DIFFICULTY	Unable to speak, going blue	
	SWELLING OF MOUTH or TONGUE	Unable to swallow saliva	
	COLLAPSED or UNCONSCIOUS Adult FLOPPY Child	Not responding normally	
	FITTING (Seizure)	Not stopped	
	LOSS OF MOVEMENT or SPEECH NUMBNESS or WEAKNESS	Sudden onset	
	HEAVY BLEEDING	Not stopped	
	Poisoning / Overdose Taken	-	

Grade	Presentations	Instructions to caller	Response time for GP contact	Response time for visit
B	<ul style="list-style-type: none"> • Chest Pain • Asthma • Breathing Problems • Severe Abdominal Pain • Sudden unexplained swelling • Floppiness in small children (conscious, responding) • Heavy Blood Loss (not active) • Cancer patients with pain • Threatened miscarriage • Fits (seizures) now stopped • Payphone • Police • Doctor or other healthcare professional • Neighbour's House • Acute Psychiatric illness, including psychotic symptoms; risk of self-harm. 	<p>If the condition worsens dial 999 and then cancel the call with SELDOC</p>	<p>AS SOON AS POSSIBLE Max <20mins</p>	<p>AS SOON AS POSSIBLE Max <2 hour</p>
C	All routine calls	<p>Call SELDOC back if the condition is worsening</p>	<p>WITHIN 1 HOUR</p>	<p>WITHIN 6 HOURS</p>
D	Deaths	N/A	<p>AS SOON AS POSSIBLE</p>	<p>AS APPROPRIATE</p>
M	Medication issues including: <ul style="list-style-type: none"> • General medication queries • Repeat medication requests • Adverse medication reactions 	<p>Call SELDOC back if the condition is worsening</p>	<p>WITHIN 1 HOUR</p>	<p>AS APPROPRIATE</p>

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