|  |  |
| --- | --- |
| **Date:** |  |
| **Shift Manager name:** |  |
| **Shift Time:** |  |
| **Handing over to:** |  |

**PLEASE COMPLETE HOURLY VOLUMES**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TIME** |  |  |  |  |  |  |  |
| **IUC ADVICE:**  Locked: |  |  |  |  |  |  |  |
| **NUMBER OF BREACHED CASES WITHOUT SC:** |  |  |  |  |  |  |  |
| **SCAS**  **ED/999:**  Locked:  **MENTAL HEALTH:**  Locked:  **CHILDREN’S:**  Locked: |  |  |  |  |  |  |  |
| **F2F APPOINTMENTS:**  Locked: |  |  |  |  |  |  |  |
| **HOME VISITS:**  Locked: |  |  |  |  |  |  |  |
| **NCCBQ:** |  |  |  |  |  |  |  |
| **CONSULT AND HOLD:**  Locked: |  |  |  |  |  |  |  |

**PLEASE COMPLETE THE FACULTY OPEL SUBMISSION AT THE FOLLOWING TIMES:**

WEEKENDS- 10.00, 15.00, 21.00

WEEKDAY EVENING- 21.00

OVERNIGHT- 01.00, 06.00

|  |  |  |  |
| --- | --- | --- | --- |
| **OPEL STATUS:** |  |  |  |
| **TIME ENTERED TO FACULTY:** |  |  |  |

|  |  |
| --- | --- |
| **DID YOU GO INTO ESCALATION?** |  |
| **ESCALATION MEASURES ENACTED:** | / |

|  |  |  |  |
| --- | --- | --- | --- |
| **HOME VISIT BREACHES** | | | |
| **Case Number** | **Target** | **Arrived** | **Comments** |
|  |  |  |  |

**DRUG CHECKS (Weekday evening SM/Early ASM)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Base:** | **Time completed:** | **Car:** | **Time completed:** | **Any issues reported:** |
| **COSSHAM** |  | Fcar6 |  |  |
| **CLEVEDON** |  | N/A |  |  |
| **GREENWAY** |  | N/A |  |  |
| **MARKSBURY ROAD** |  | Kcar1 |  |  |
| **168** |  | Wcar8 |  |  |
| **OSPREY** |  | Kcar 2 |  |  |

**CALL HANDLER EXTENSION NUMBERS (Weekend only)**

|  |  |
| --- | --- |
| **CALL HANDLER NAME** | **EXTENSION NUMBER** |
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|  |  |
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| --- | --- | --- | --- | --- | --- |
| **SHIFT OVERVIEW:** | | | | | |
|  | | | | | |
| **Items escalated to On-Call Manager** (please include all items discussed) | | | |  | |
| **TREATMENT CENTRE/CAR FEEDBACK:** | | | | | |
| **Clevedon:** | *Panic alarms confirmed out at base: Y/N* | | | | |
| **Cossham:** | *Panic alarms confirmed out at base: Y/N* | | | | |
| **Greenway:** | *Panic alarms confirmed out at base: Y/N* | | | | |
| **Marksbury Road:** | *Panic alarms confirmed out at base: Y/N* | | | | |
| **168:** | *Panic larms confirmed out at base: Y/N* | | | | |
| **Osprey:** |  | | | | |
| **IT SUPPORT FORMS REPORTED:** | | | | | |
| Reported by | |  |  | |  |
| Brief overview of issue | |  |  | |  |
| **CLINICAL STAFF:** | | | | | |
|  | | | | | |
| **OPERATIONAL STAFF:** | | | | | |
|  | | | | | |
| **LEARNING EVENTS REPORTED:** | | | | | |
| Reported by | |  |  | |  |
| Brief overview of event | |  |  | |  |
| **ANY OTHER FEEDBACK:** | | | | | |
|  | | | | | |

|  |  |
| --- | --- |
| **ACTION** | **TIME** |
| **SYNETY SPOT CHECKS:** |  |
| **SESUI SPOT CHECKS:** |  |
| **CHECK THE DoS IS DISPLAYING THE CORRECT TIMES AS PER THE ROTA (MENTAL HEALTH AND SYSTEM CAS):** |  |
| **CONFIRM HOW MANY USB HEADSETS ARE PRESENT (out on desks and/or as spares):** |  |
| **OSPREY MANUAL PRESCRIPTIONS (WEEKDAY SM/LATE ASM):** | - |
| **ENSURE REFERRAL AND CONSULTATION ACCOUNTS ARE CLEAR AT START AND END OF SHIFT:** |  |
| **ENSURE PATIENT FORMS AND DESKTOP ARE CLEAR AT START AND END OF SHIFT:** |  |
| **DoS CHANGES LOGGED ON SPREADSHEET:** |  |
| **CHECK ED LINE DIVERTED BACK TO BCH AT END OF SHIFT:** |  |
| **CONFIRMATION WITH PPG THAT ED/999 CLOSED AT END OF SHIFT:** |  |

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| --- | --- |
| **VERSION NUMBER:** | April 2024 v29.4 |
| **DATE:** | 25/04/2024 |
| **CREATED BY:** | Hollie Gage |