|  |  |
| --- | --- |
| **Date:** |  |
| **Shift Manager name:** |  |
| **Shift Time:** | 7:45-18:30 |

**PLEASE COMPLETE HOURLY VOLUMES**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TIME** | **9:00** | **10:00** | **11:00** | **12:00** | **13:00** | **14:00** | **15:00** | **16:00** | **17:00** | **18:00** |
| **IUC ADVICE TOTAL:**Locked: |  |  |  |  |  |  |  |  |  |  |
| **CASE BREAKDOWN:**ADMISSION AVOIDANCE: |  |  |  |  |  |  |  |  |  |  |
| 24HR CAS CASES: |  |  |  |  |  |  |  |  |  |  |
| ED/999: |  |  |  |  |  |  |  |  |  |  |
| MENTAL HEALTH: |  |  |  |  |  |  |  |  |  |  |
| CHILDREN’S: |  |  |  |  |  |  |  |  |  |  |
| FRAILTY: |  |  |  |  |  |  |  |  |  |  |
| NCCBQ: |  |  |  |  |  |  |  |  |  |  |

**CALL HANDLER TAKE LIST ACCESS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name**  | **BRI** | **NBT** | **Comments**  |
|  | **Yes** | **Yes** |  |
|  | **Yes** | **Yes** |  |
|  | **Yes** | **Yes** |  |

**PLEASE FILL IN THE ABOVE FOR ALL CALL HANDLERS WORKING ON YOUR SHIFT. IF ANSWERING ‘N’ PLEASE ADD A COMMENT TO HIGHLIGHT THE SPECIFIC ISSUE BEING EXPERIENCED.**

|  |
| --- |
| **SHIFT OVERVIEW:**  |
|  |
| **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** |
| **TEST PROFESSIONAL LINE IS DIRECTING TO WDPL AT START OF SHIFT:** |  |
| **ENSURE CLINICIANS LOGGED IN UNDER CURRENT ADASTRA LOCATIONS (please expand on any ‘N’ in ‘any other feedback’ section)** | **08.15** | **09.15** | **10.15** |
| **Y** | **Y** | **Y** |
| **CHECK OPERATING HOURS ON DoS MATCH CLINICAL ROTA (ED and MH):** |  |
| **SYNETY SPOT CHECKS:** |  |
| **SESUI SPOT CHECKS:** |  |
| **CONFIRM ALL 13 SESUI HEADSETS PRESENT:** |  |
| **OSPREY MANUAL PRESCRIPTIONS:** |  |
| **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 CHILDREN’S ED ADVICE LINE HAS DIVERTED AS PER ROTA:** |  |
| **KCAR2 DRUG CHECK COMPLETE (WITH CLINICIAN):** |  |
| **WEEKS 1 AND 3 – PSQ STATUS (Folding/franking/posted etc.)** |  |

|  |  |
| --- | --- |
| **VERSION NUMBER:** | March 2024 v2.2 |
| **DATE:** | 11/03/2024 |
| **CREATED BY:** | Hollie Gage |