GAF – 27/03/23

# Charlotte Keel Medical Practice

## SOP: Failed encounters & Deductions

PT has "Failed Encounter" recall or is flagged to Lead Nurse's Admin Assistant as Out of Area

Admin Assistant is to investigate why pt highlighted. When last contacted? Why failed encounter added to diary

### Case 1

**PT has no working phone numbers on EMIS**

**3 failed encounters in a row**

**Create consult with Failed encounter problem:**

**Try to contact patient.** Check family / household numbers

If **no answer/Phone unavailable**:

**Send Letter:** Update Telephone number

**Add "Failed Encounter" Diary entry for 1 months time (1st of month after if later than the 15th)**

Freetext diary entry: Update tel no's Letter sent *Current Date*

**No response >1 month** →

**Patient Response**

### Case 2

**PT not contacted or seen for 4-6 years & no working phone number**

**Create consult with Failed encounter problem:**

**Send Letter:** Verify if in Catchment Area

**Add Failed Encounter Diary:** 1 months time, or for the 1st of month after if created later than the 15th

**FreeText:** Not seen since *Year*, Catchment letter sent *Current Date*

**Patient Response**

**No response >1 month** →

### Case 3

**PT not seen in 7+ years & No working phone number**

**Create consult with Admin problem:**

**Comment:** Not seen since *Year*, Deduction requested *Current Date*

**Registration -> Request deduction -> Reason:** Not seen since *Year*, No working number

**Complete Failed encounter diary entry & problem if one exists**

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**Create consult**

**Comment:** Telephone number changed – note old number & new

**Change number in EMIS for pt & any relevant contacts (E.G children/care-for's)**

**Complete diary entry & Problem**

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**Create consult with Failed encounter problem:**

**FreeText**: Not seen since *Year*. No response to catchment letters, requesting deduction

**Registration -> Request deduction -> Reason:** No response catchment letter *Date sent*

**Complete diary entry**