

SevernSide

Integrated Urgent Care

Process for the Management of LIVI Clinical Consultations in SevernSide IUC

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LIVI Process

Process for Management of LIVI in IUC

To extend our access to clinical resourcing, LIVI will be providing GP triage resource on weekends. This will be in place on the following days/times (this will vary and specific times will be detailed on handovers and can be tracked here [BrisDoc Hours - Google Sheets](#)):

- Fridays 6-10pm (4 hours of resource)
- Saturdays 12-8pm (16 hours of resource)
- Sunday 12-8pm (16 hours of resource)
- Monday 6-10pm (4 hours of resource)

Patients triaged through the LIVI service will receive a telephone consultation, with the option to move to video consultation if appropriate. The clinician will write their consultation in EMIS, completing all actions, or assigning follow up actions, e.g., referral forms, through EMIS too. If after the consultation they require a face-to-face assessment, this will need to be done at one of our Treatment Centres or via a home visit with us.

Operationally this will be managed by the WaCC team, with the support of the Shift Manager. It should be agreed at the start of each shift who is taking management on the day for this.

The Process

Once appropriate individuals have been identified (see appendix 1 for criteria) , we need to move agreed patients from our advice screen to the non-clinical queue. Ensure patient is validated before moving so we are confident with data being used.

- Add the LIVI case tag.
- Right click the case, select non-clinical call back, from the drop down select 'LIVI'. A comfort note should be added to state 'LIVI appointment booked: TIME' once it has landed in non-clinical.

It is SevernSide's responsibility to ensure the patient has received the care, and to check for any follow up actions. Therefore, we need to keep the patient's case active on Adatastra throughout, until we know what the outcome is.

Once the above is completed the patient should then be booked into the identified time slot on EMIS.

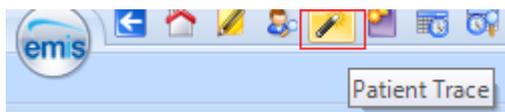
Booking an appointment

Finding the patient in EMIS

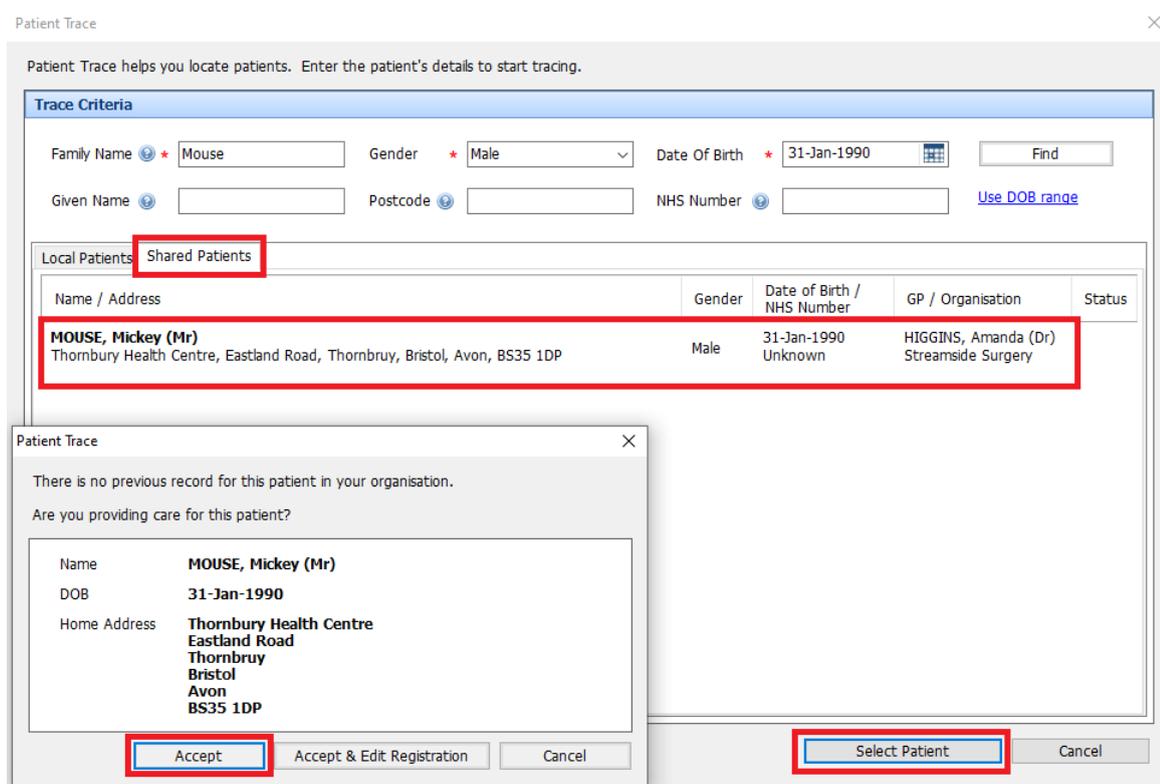
You must find the patient and make them active before booking an appointment slot.

Select the **Patient Trace** button on the Quick Access Toolbar (the wand):

LIVI Process

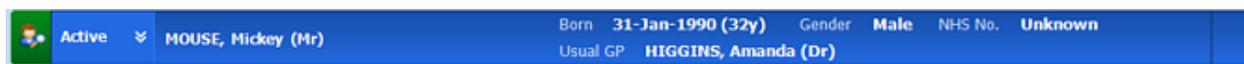


Enter the patients **NHS Number** and click on **Find**:



Check it's the correct patient and click on **Select Patient**. On the next pop up window select **Accept**.

The patient will be traced into the EMIS Hub and shown as the active patient on the toolbar:



Booking an Appointment for the Patient

Open the Appointment Book from the Quick Access Toolbar.

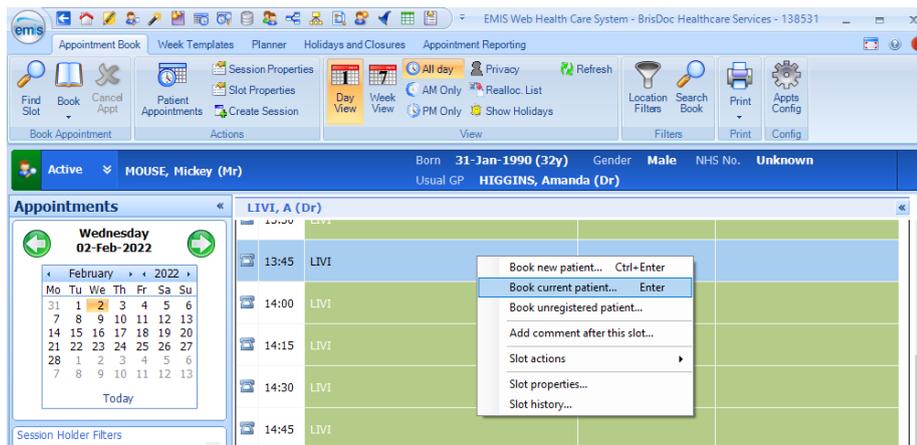
The LIVI Appointment Book should be visible.

If you cannot see the LIVI Appointment Book select the **Appts Config** button, under **User Options** select **Your Session Holder Filters** and choose **LIVI** (you will only need to do this once):

LIVI Process



Making sure the patient is still active, Select a suitable time slot, right click and select **Book current patient...**



Enter a **Reason** and **Booking notes** field.

- **Reason** – main symptom
- **Booking notes** - this should be anything additional from pathways etc that is relevant. This should also include the caller info if different to the patient e.g. parent of child or carer.
- **Mobile number** – add correct call back number

Click on **Book**:

LIVI Process

The booked slot will display the Patient's name, the reason for the booking and the 111 notes ready for the LIVI GP:

13:45	MOUSE, Mickey (Mr)	Swollen Knee	Type 111 Notes Here
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The patient should still be showing as active for you in the blue ribbon, if you right click on the ribbon, you can 'clear current patient' which will leave you ready to search and book the next one. **Always ensure you clear the patient, ready to select the next one.**

Should you need to cancel an appointment for any reason you should double click into the appointment slot, and along the top tool bar there is a red x 'cancel appt' option.

Viewing Appointment Book & Monitoring Patient Outcomes

The WaCCs must monitor EMIS ongoing throughout the day to see the outcome of consultations, and to check for tasks assigned to us e.g. referral forms needed or appointments. **Please ensure EMIS is checked at least once every 30 minutes.**

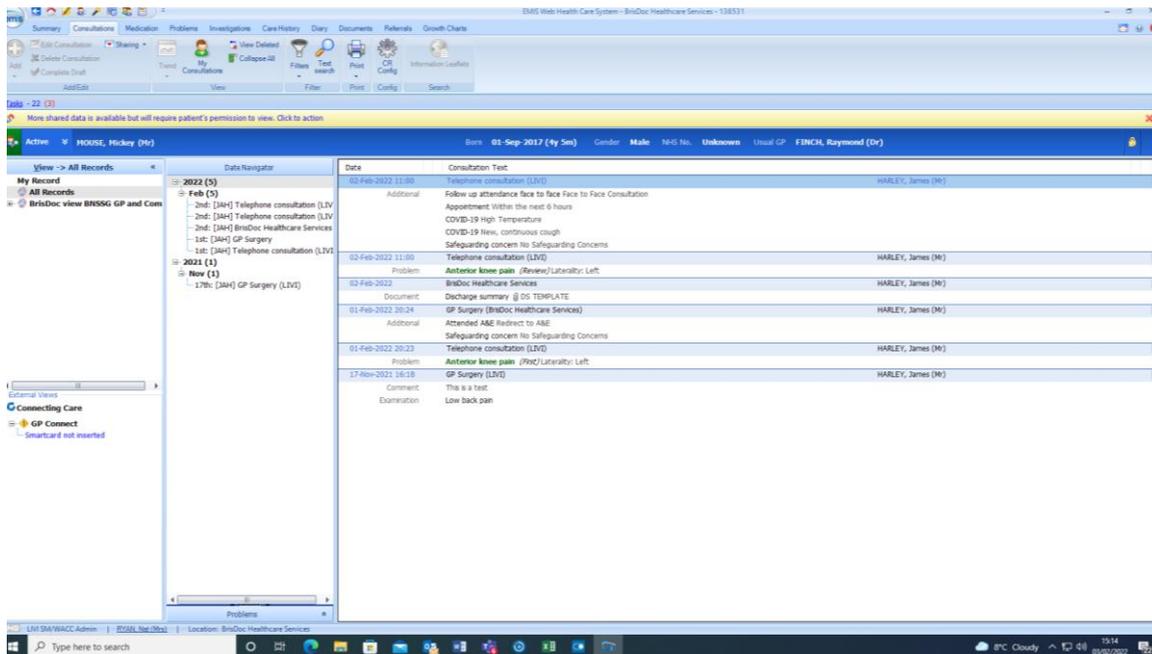
- The patient's name should be crossed out once a consultation has been completed. This will not always happen as this depends on the GP's carrying out the consultation in the 'gold standard' way within EMIS. There are also other ways of finding out if the consultation has been completed – these are:
 - Double click the appointment you want to check, and then select consultations from the quick task bar (the 2 head icons)
 - Right-clicking on the slot and selecting 'Slot History' will bring up a screen similar to the Adastra Event List

To look at the full consultation, you must double click the appointment, then click the consultation icon from the quick taskbar (2 heads). You will be prompted to see if you have permission, please select option 2 – **Emergency access for urgent treatment:**



You will see 2 x consultations from Livi for that day's interaction with the patient – one will contain the medical notes, the other will be answering our standard case questions.

LIVI Process



Task Lists

The tasks list will show specific tasks assigned back to Severnside e.g. referral forms or appointment requests.

When checking the status for each patient we must:

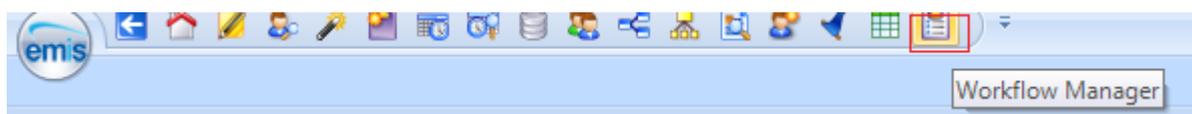
- Check the consultation to see if complete
- Check for any tasks

The task will explain what is needed and should be marked as complete once this has been actioned.

Tasks assigned could be:

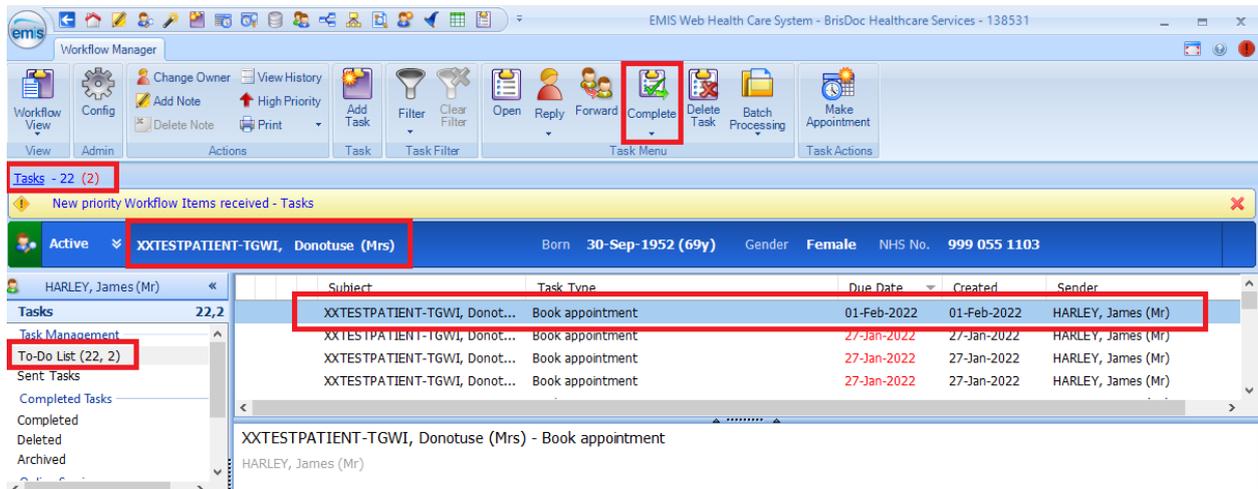
- Appointment needed
- Home visit needed
- Referral form needs completing and sending
- Follow up call needed

To view the Task To-do List open the **Workflow Manager** from the Quick Access Toolbar:



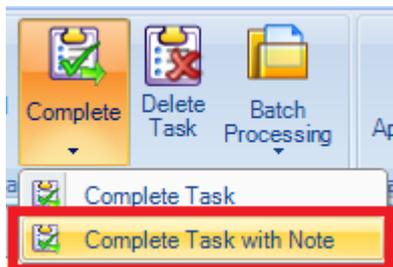
Within Workflow Manager the Task Menu is in the left panel at the top. Click on the **To-Do List** to display all Tasks. If the Task Subject is a patient, then that patients record will be opened automatically (blue bar).

LIVI Process

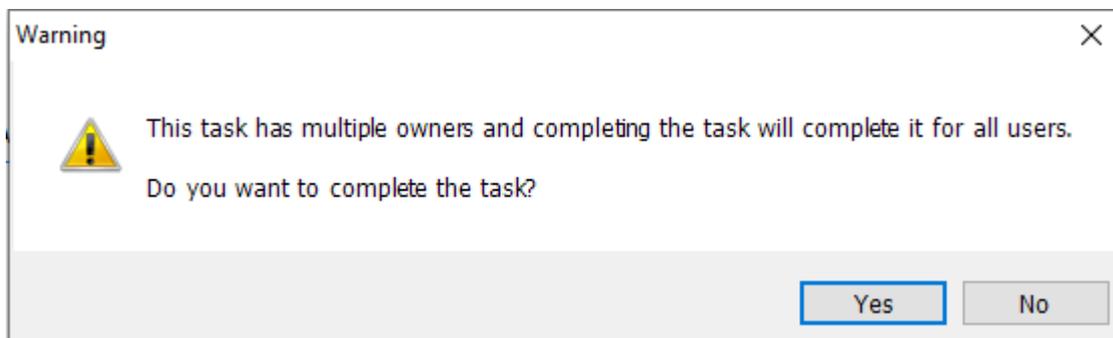


The number of To-Do tasks will also be displayed under the toolbar so you can see how many there are without having to go into Workflow Manager. In the example above there are 24 To-Do Tasks, 2 which have been marked urgent (red arrow). Clicking on these numbers will also take you to Workflow Manager.

To Complete a task, highlight the task and click on the drop down arrow under the **Complete** button and select **Complete Task with Note**:

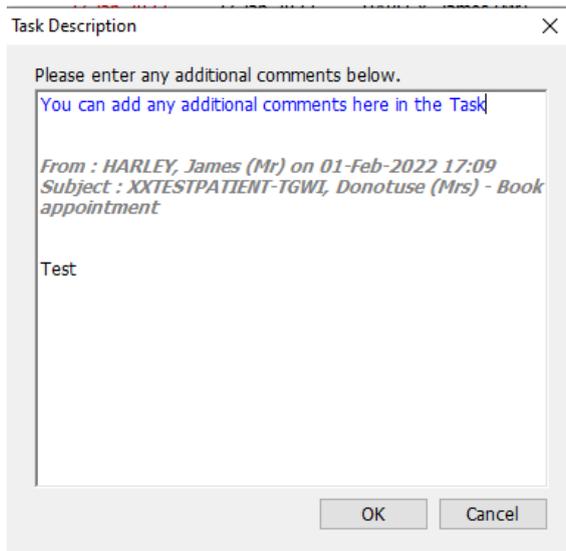


A warning will flash up. This is because there are many members in the 'Tasks from LIVI Urgent Care' group. The first person to complete the task will complete it for all members.



Click on **Yes** and then you have the opportunity to add any additional notes:

LIVI Process



Click on **OK** to complete the Task. The task will move to the **Completed** folder.

Completing Patients in Adastr

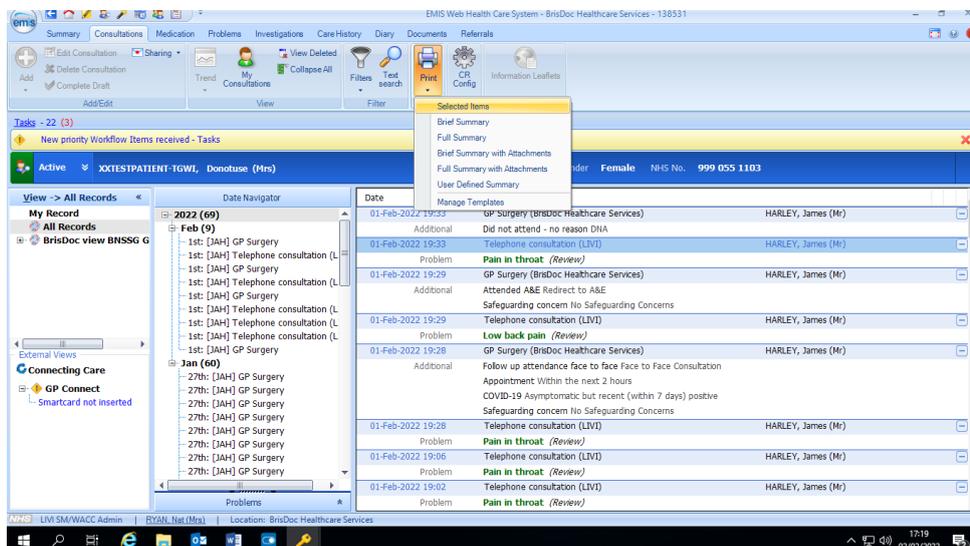
For each patient we need to check and see if tasks are assigned.

You must then:

Move case back to the advice queue (do this via case edit, and change case status to Brisdoc clinicians – this will place it back in the advice queue once you select update). This means the APM will not be affected.

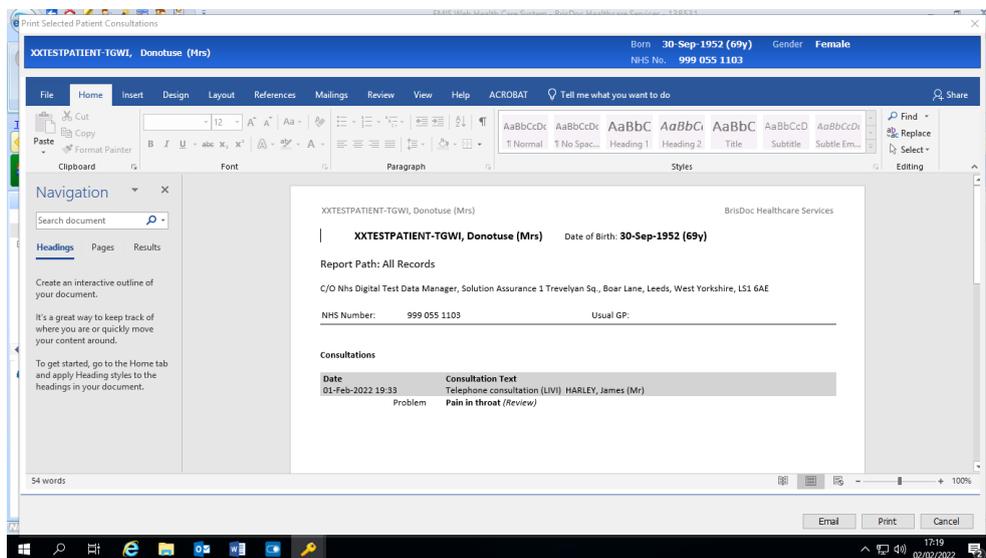
Copy the completed consultation into the patients Adastr record. Clinical permission within Adastr has been granted for this reason only and should not be used for any other purpose:

- In EMIS, go to your consultations and click on the one you want to copy. Then select the print button, and 'selected items'

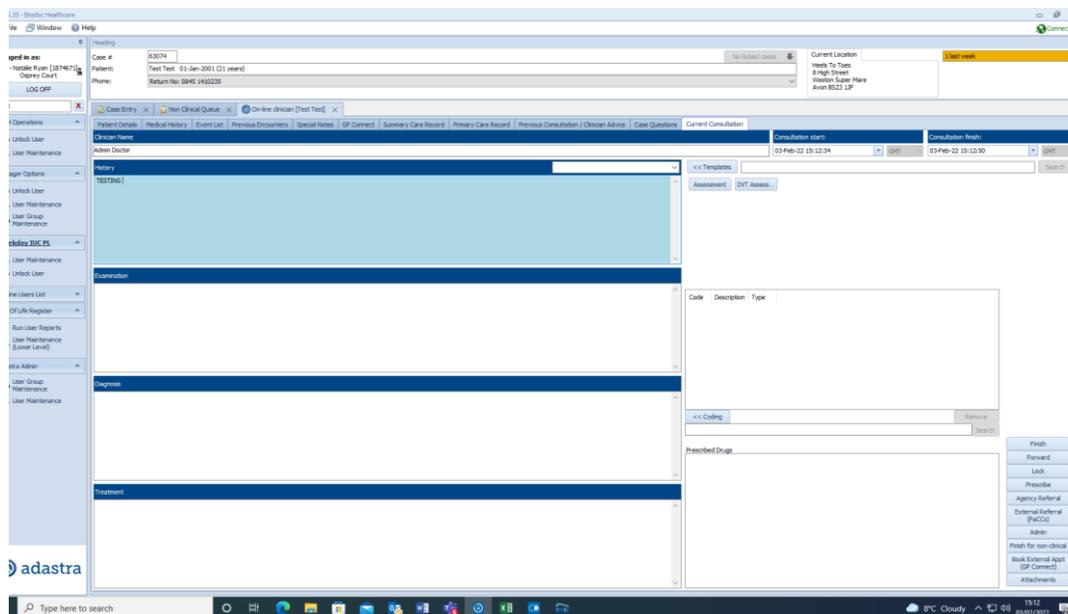


LIVI Process

- This will open a word document which you can then highlight what you need and copy, to then paste in Adastra.



- In Adastra you need to double click into your case and select current consultation
-
- Paste your notes into the history tab. Add the drop down 'LIVI consultation – notes copied over from EMIS'



- Time of consultation needs amending to reflect the EMIS timings. This can be found at the top of the Adastra case record. Simply click on the numbers and type the time you want
- A clinical code will need adding – this should be as accurate as possible and guidance taken from the EMIS notes

Your action will then vary, dependant on if you had tasks assigned

LIVI Process

No Task Assigned

- Select finish
 - Disposition should remain the same
 - Case questions: Select yes for EMIS, the 2nd LIVI consultation will detail the answers for the others (Covid & safeguarding)
 - Outcome: Reflect the patient outcome in consultation
 - Safeguarding: Ensure the answer to questions match the EMIS consultation

Task Assigned

- **Appointment or Home Visit request** – select admin to send case to the non-clinical queue for CC review. Remove the LIVI tag so it's clear this needs clinical review (this can only be done by case edit and change case tag, not via right click)
 - Case to then be dealt with in usual process. If the CC advises other actions could be considered this should be dealt with by the CC, we would not refer back to LIVI. WACCS to be clear and answer case questions, put Covid status in notes and ensure it's clear this has been consulted by LIVI
- **Follow up call needed** – forward the case to CC follow up and add clear notes via comfort note to explain what's required e.g. 'LIVI triage, patient needs follow up call at xxx'
- **Referral form needed** – LIVI will call the Shift Manager to discuss the need if they feel a referral is needed. At this point they may want to speak to the CC.
- They will then complete a task to assign the referral. The WaCC should complete the relevant form where possible, saving this in the patient forms folder, for this then to be reviewed by the CC or nominated clinician. If clinical support is needed to complete the form, liaise with CC. Completed and approved form should then be sent in the usual way. Case must then be closed:
 - Select finish
 - Disposition should remain the same
 - Case questions: Select yes for EMIS
 - Outcome: Reflect the patient outcome in consultation
 - Safeguarding: Ensure the answer to questions match the EMIS consultation
- You should then mark the task as complete by selecting 'Complete task with note' in EMIS and note 'complete'

Other Outcomes

There may be potential other outcomes in EMIS:

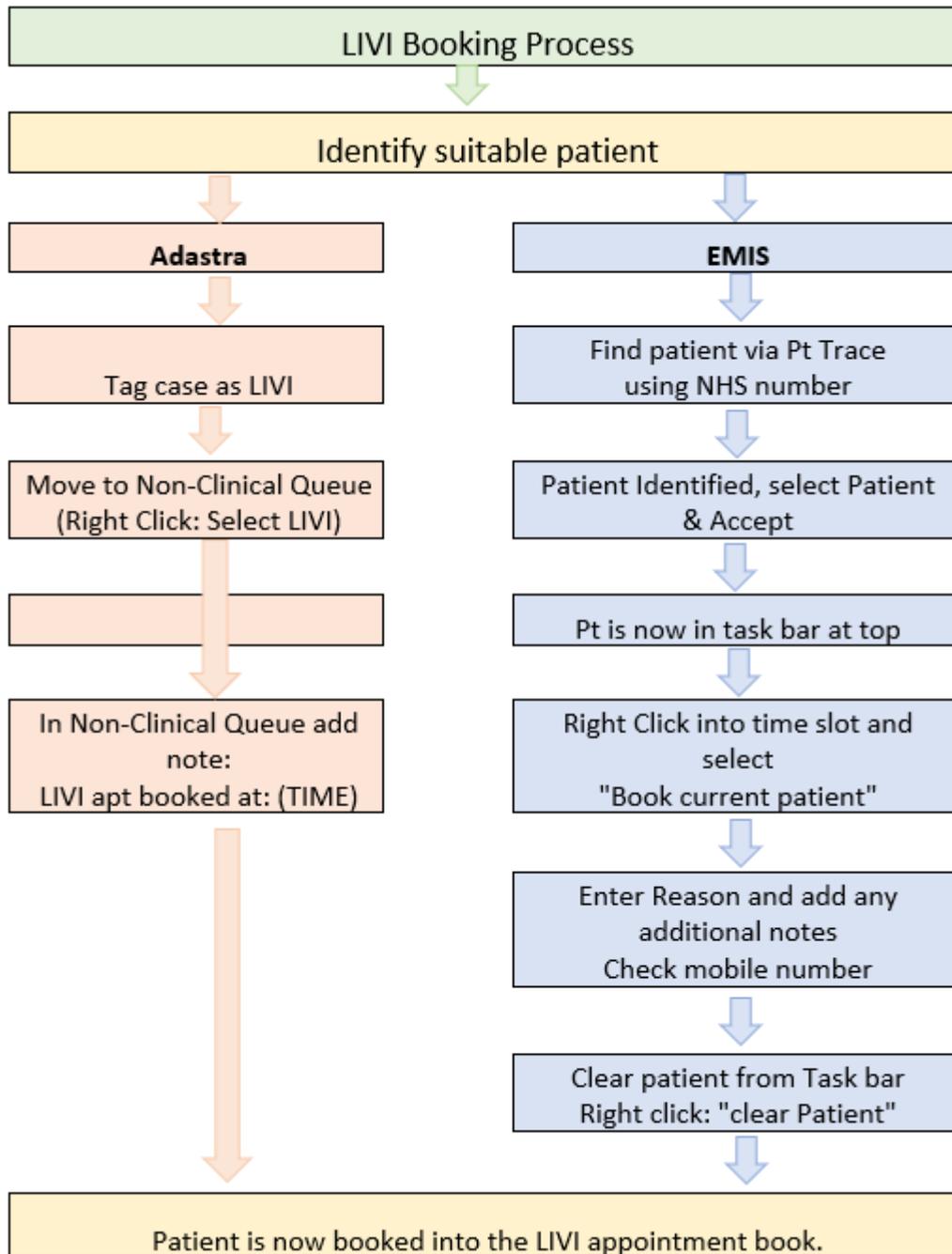
Failed contact – In this instance the patient case in Adastra should be moved back to the advice, and a failed contact attempt logged (ensure the red phone button is pressed). It should then be managed in our usual process. Remove Livi tag

If you are unsure, or if anything is unclear, speak to the Shift Manager.

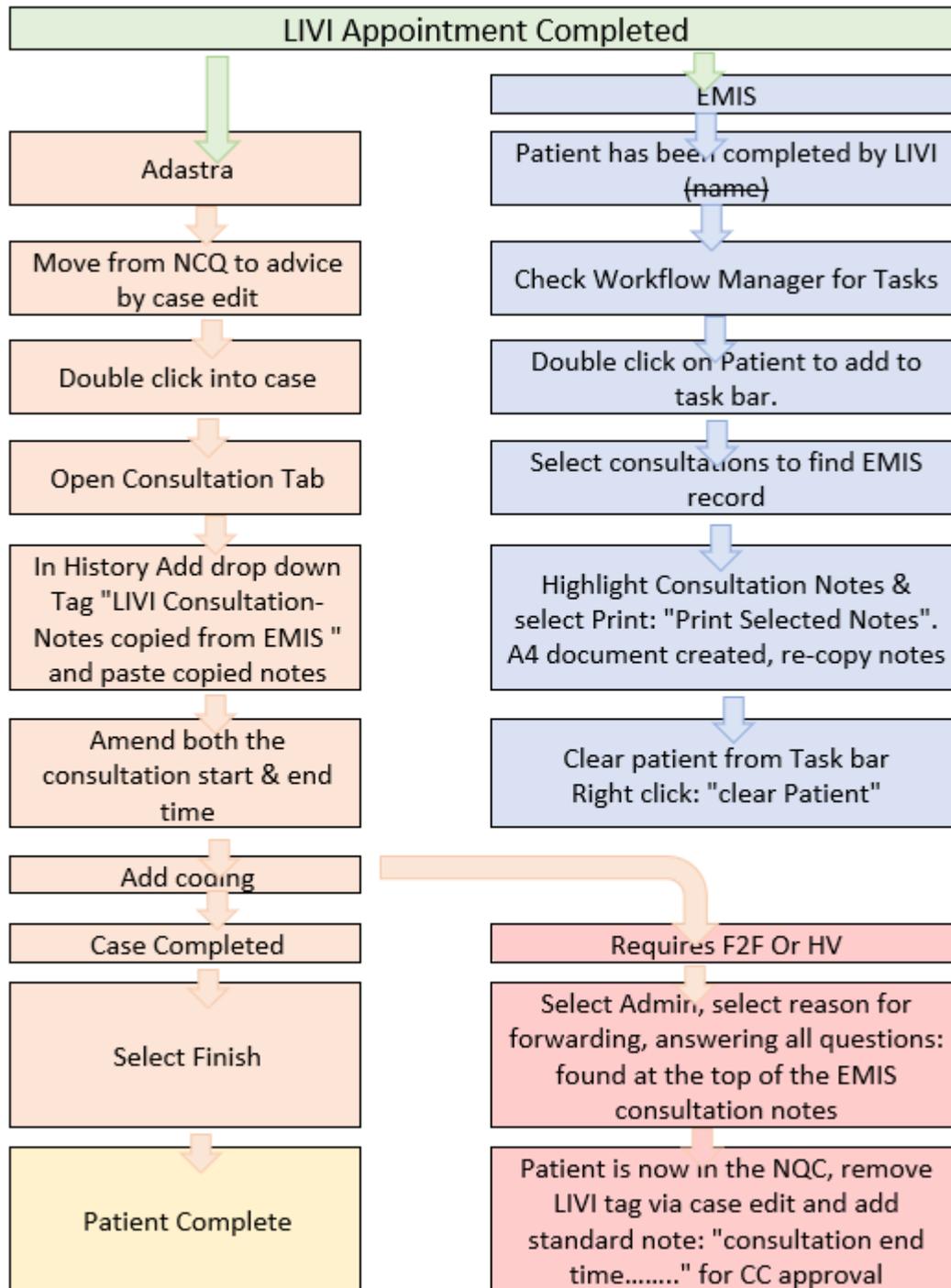
LIVI Process

Appendix 1

Process Flowcharts- Booking Patients & Completing Patients



LIVI Process



LIVI Process

Identifying Patients

Patients to book in with LIVI will be identified by WaCCs, and then agreed with Shift Manager, and we must ensure we work within the following guidelines:

- 6/12/24 hour disposition cases. Must be booked within NHS111 target timeframe (2hr can be considered on a weeknight only)
- Patients we don't anticipate needing a physical review
- Must be registered within the BNSSG area and currently be there
- Patient must be aged over one year
 - Will not treat tonsillitis or earache in under 5-year-olds
 - Will not treat UTIs in under 16-year-olds, men, pregnant ladies or those with 3+ infections in a 12-month period
- Patient needs to be validated
- Must have a mobile number as their contact number
- Patients unlikely to need an onward referral, for example, EPAC, TIA
- No chest pain/pregnancy/TIA/Stroke/EOL/Palliative
- No patients who may need controlled drugs
- No patients who require an interpreter
- No employees of BrisDoc
- Should fit the LIVI criteria (see below) and we anticipate they can be managed via the phone
- If at any time you are unsure, please consult the Clinical Coordinator for medical guidance

LIVI Process

What can Livi see?

GPs can treat a wide range of medical issues by video, including:

 Acne	 Diarrhoea or being sick	 Nail problems
 Allergies	 Eye inflammation	 Sinus problems
 Anxiety and depression	 Fever	 Skin rashes & eczema
 Asthma (mild to moderate)	 Headache	 Sore throat
 Cold, cough & flu-like symptoms	 Indigestion & heartburn	 Stomach pain
 Cold sores	 Insect bites	 Urinary tract infection
 Constipation	 Insomnia or difficulty sleeping	 Other health queries

You can also refer patients who:

- Can't make it into the surgery. (eg. due to time or accessibility issues.)
- Are anxious and want to speak to a GP quickly.
- Are unable to get an appointment for days, or even weeks.
- Prefer to see a GP by video rather than face-to-face.

Appendix 2

Setting up your account in EMIS and usage

Logging into EMIS

Your log-in details for EMIS are:

ADASTRAUSERNAME_BD (Please note this is your individual Adastra username, not a generic one)

Osprey2021

Setting up EMIS

When first logging into EMIS, you will need to do the following:

- Click the arrow next to the 'wand' icon at the very top of the page
- Click on Customise Quick Access Toolbar
- Select 'Workflow Manager', 'Appointment Book', 'Consultations' and 'Add Task', and add these. These icons will now show on this top toolbar
- Open the Appointment Book, and click the Appts Config icon
- Click 'Your Session Holder Filters'. Select LIVI, and add

LIVI Process

EMIS usage agreement

Please see the clinical toolkit for the guidance clinicians use on EMIS usage. Although elements of the document will not apply operationally we ask that all team members read and understand this. You are being given EMIS access only for use within this Livi process.

[Use of EMIS within Severnside – BrisDoc Clinical ToolKit](#)

Please sign the below and return to the Team Managers either in person or via iuc.managers@nhs.net

I confirm I have read and understood the terms of usage for EMIS.

Name:

Signature:

Date:

Change Register

Date	Version	Author	Comments
01/02/2022	1	Nat Ryan	Document Creation
03/04/2022	2	Nat Ryan	Update to processes
09/06/2022	3	Nat Ryan	Update to case streaming Adastra process
18/11/2022	4	Nat Ryan	Update to clinical cases for LIVI
20/04/2023	5	Nat Ryan	Full review