

SevernSide

Integrated Urgent Care

Pathways License Compliance

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Background

At BrisDoc, we are committed to delivering exceptional healthcare services to our community. To support us provide high quality care we harness tools and technologies to enhance the efficiency and effectiveness of our patient care pathways. One such tool is the Pathways Clinical Consultation Support Tool (PaCCS), a sophisticated triage system developed by NHS Pathways. PaCCS empowers our healthcare professionals to efficiently navigate patient care journeys by digitally directing them to external services directly from the Clinical Assessment System (CAS).

PaCCs is used by Severnside clinicians who work primarily in the System CAS, or Clinical Co-ordinators and/or Clinical Leads for the purpose of requesting ambulances electronically and direct booking to General Practice.

Ensuring that our staff are proficiently trained in the use of PaCCS is not only essential for optimising patient care but also a prerequisite for maintaining our pathways license. Therefore, it is imperative that we have a robust process to describe and monitor PaCCS training compliance, enabling us to meet regulatory standards.

In this Standard Operating Procedure (SoP), we describe the process to ensure PaCCS training compliance.

Standard Operating procedures

Pathways License requirements

BrisDoc must comply with the requirements as set out in the NHS Pathways Provider Licence.

Systems upgrade

We are required to ensure the Pathways version we are running on CLEO is within three of the most recent version.

When an upgrade is due the CLEO Service Desk will advise and agree a date for the system update.

User set up

Clinicians can only use PaCCs once the relevant access has been added to their CLEO user profile following completion of the online PaCCs training and Declaration Form.

Clinicians requiring PaCCs should contact the Rota Team. The Rota Team will create the clinician a DLS training account, assign the relevant training and then send the standard PaCCs training email directly to the clinician. . The email (appendix one) includes details of the current PaCCs training version that needs to be completed and directs the clinician to NHS Digital training site and Declaration Form.

PaCCs Training - <https://www.dls.nhs.uk/v2/Home/Welcome>

Clinicians who have completed PaCCs training for a different employer will still need to be registered with a BrisDoc account to enable them to complete the required update training.

Once the training is complete the clinician will need to complete the PaCCs Declaration form and email it together with the training completion certificate to bnssg.brisdod.rotateam@nhs.net.

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The Rota Team will file the completed PaCCs Declarations and training certificate on the S Drive (S:\Rota Team and Service Delivery Team\3. Clinical Access (PaCCs, Remote Workers)\Pathways Licence\Clinician Folders in the relevant clinician folder. The Rota Team will then submit an IT Support Form confirming the training is complete and requesting the PaCCs user permission to be added to the CLEO user profile.

Once added the Digital Team will confirm to the requestor (Rota Team) the PaCCs` permissions have been assigned. The Rota Team will then confirm to the clinician.

PaCCs User Log

To ensure we have oversight of all PaCCs users and an evidence log training is up to date all users must be noted on the 'PaCC User Log' (there should be one log per calendar year) save S:\Rota Team and Service Delivery Team\3. Clinical Access (PaCCs, Remote Workers). The Rota Team will add new users on the log and record the dates the

- **declaration was received**
- **PaCCs access was assigned by the Digital Team**

Logs must be kept and accessible for five years.

Ongoing user training

To maintain compliance all clinicians must complete update training when new versions are deployed. Once a new version is planned for deployment the Head of IUC will then add the relevant training module to the training environment and inform the Rota Team.

Active PaCCs users will have update training assigned with a completion date by the the Rota Team. the Rota Team will then request clinicians to complete the update training before the new version is live.

Users will need to confirm to the Rota Team when training is complete. The Rota Team will check DLS to confirm the training has been completed correctly, save evidence in the clinician folder and update the PaCCs user log.

If a clinician has not completed the update training PaCCs access will be removed from their user profile. The Rota Team will submit an IT Support Form to remove the PaCCs access and update the log.

Audit

The use of PaCCs in clinical consultations will be monitored through a clinical audit process. This audit will focus on the appropriateness of PaCCs use in practice.

A clinical audit will be carried out to assess:

- whether PaCCs was used appropriately in clinical consultations
- whether use of PaCCs supported safe and appropriate clinical decision-making
- whether case review identifies themes, learning points, or opportunities for improvement

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Findings from the clinical audit will be reported to and monitored through the Severnside Quality Group, with any actions tracked to completion.

Reporting and monitoring of training compliance

PaCCs training compliance will be monitored through the Severnside Clinical Workforce Oversight and Compliance Group.

Appendices

Appendix one – PaCCs Training email

Dear XXXX

Thank you for requesting access to PaCCs in CLEO. To enable us to give you this access you will need to complete the PaCC training and attached Declaration Form.

The PaCCs training is accessed via the DLS website (<https://www.dls.nhs.uk/v2/Home/Welcome>). We have requested your username and password for DLS, please keep an eye out. Once received you can log into the training system and you will need to complete the following training sessions:

- **PaCCS Release 47 - PaCCs Release 47 - From May 25**
- **Release 48 Update Training - Main Telephony**
- **Release 49 Update Training - PaCCS - October 2025**
- **Release 51 Update Training - PaCCS - March 2026**

Once you have completed the above training, please complete the attached Declaration and return to us at bnssg.brisdodoc.rotateam@nhs.net together with the training completion certificates.

System CAS clinicians may also find our [System CAS Pathway Guide](#) on the Clinical Toolkit helpful.



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ompetence_and_Dis

Appendix two – PaCCs Training email

You currently have access to use PaCCs in Severnside. This access is contingent upon BrisDoc maintaining a valid Pathways Licence. Compliance with this licence necessitates ensuring all users are consistently trained and updated.

We will be upgrading to version **XXXX** on **XXXX**. Please can you log into the portal <https://www.dls.nhs.uk/v2/Login> and complete the below training:

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ENTER TRAINING NAME HERE

Please complete the training and send your certificate by reply to this email before **ENTER DATE.** Anyone who has not completed the training by this date will have the access removed until the training has been completed. If you no longer need access to PaCCs you do not need to do anything and PaCCs access will be removed.

Thank you for your prompt attention to this matter.

Appendix three – PaCCs User Log

S:\Rota Team and Service Delivery Team\3. Clinical Access (PaCCs, Remote Workers)

Tables

Version	Date	Name	Comments
Draft	05.04.2024	Lucy Grinnell	Document created
Draft 0.2	12.11.2025	Lucy Grinnell	Updates to reflect CLEO
DRAFT 0.3	25.03.2026	Lucy Grinnell	Final draft review
1	18.05.2026	Lucy Grinnell	Document published