

# **GP Support Unit**

## **Standard Operating Procedure**

# **Cancellation of Clinic**

**Version 1.0**

Version	1.0
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#### Version Control Summary

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1.0	October 2022	Victoria Condon	Original

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## 1. Background

Cancellation of a clinic should be a rare event, but it is critical that all members of staff understand their responsibilities to minimise disruption to patients.

## 2. Purpose

This Standard Operating Procedure (SOP) has been written to:

- Ensure the efficient cancellation of clinics to minimise disruption to patients
- Ensure that GPSU staff involved in the cancellation of clinic are aware of the steps required to cancel a clinic and inform patients.

## 3. Scope

This SOP applies to administrative staff who work within the GPSU and who would carry out the steps required to cancel a clinic including:

- Population Health Advisors
- Patient Coordinators

## 4. Notification of Cancellation of a Clinic

- Ensure all staff have access to telephone numbers within Systmone, so they can contact the population health advisor team and practice management if a clinic needs to be cancelled
- All staff are to be made aware that their line manager must be informed of any sickness or other reason for not being able to attend work, via a telephone call as soon as possible (As per the ELFT sickness policy)
- For bank or agency clinical staff the notification of sickness may be received from the agency rather than the staff member
- If the clinical staff member is starting to feel unwell, they should notify the Population Health Advisor Team and practice managers who should proactively put mitigation plans in place with practice management in the event a clinic needs to be cancelled.

## 5. How to cancel a clinic

On receipt of notification of clinical staff sickness, the staff member who received the call should notify the practice manager and the Population Health Advisor Team.

- Management and Population Health Advisor Team should review the clinician's appointments for that day and assess urgent requirements and assess if the on-call GP can be contacted to support with appointments
- Population Health Advisor Team will then work with reception to confirm actions and discuss if support is required to contact the patients of the cancelled clinic.

If the appointment is urgent or the patient's appointment is within the first one hour, ensure the patient is contacted via telephone and signposting options are available.

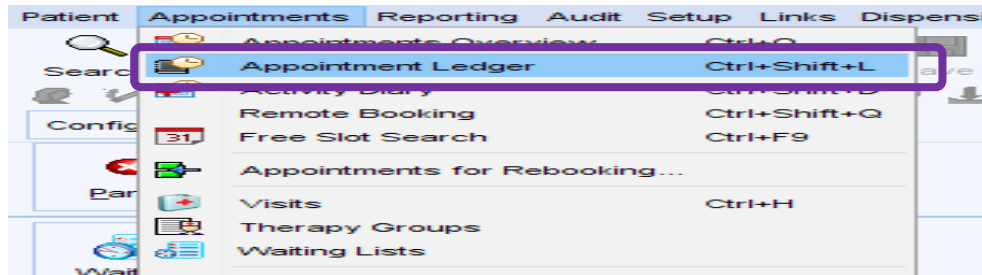
- In the event the team cannot get in contact with the patient for an appointment within the following one hours every effort should be made to assess if another on-site clinician is able to pick up the appointment.

Where it is a non-urgent appointment, all attempts should be made to move the appointment to the following day. If this is not possible or does not suit the patient requirements discuss options for appointment times with the patient.

The staff member responsible for rearranging appointments is to determine other booking options for patients **before** contact is made e.g., can they be booked with another clinician for the same day / week, etc. Every effort should be made to accommodate the patient's needs.

### Sending SMS to Patients

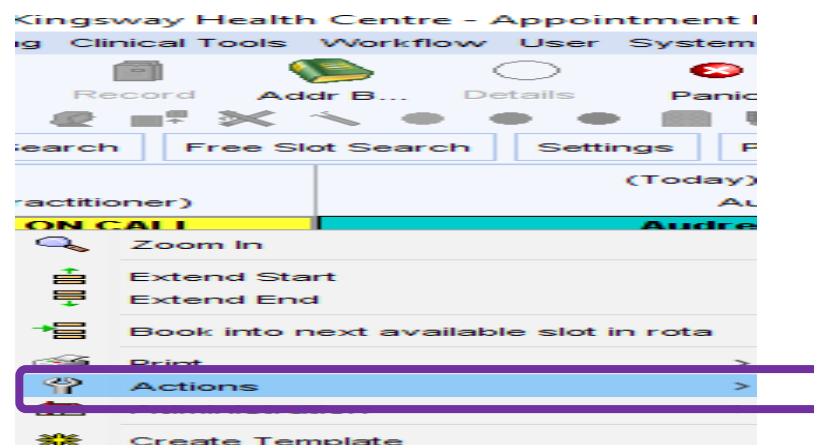
Within SystemOne click on "Appointment" and select "Appointment Ledger" or Appts Icon, within the practice where the clinic needs to be cancelled:

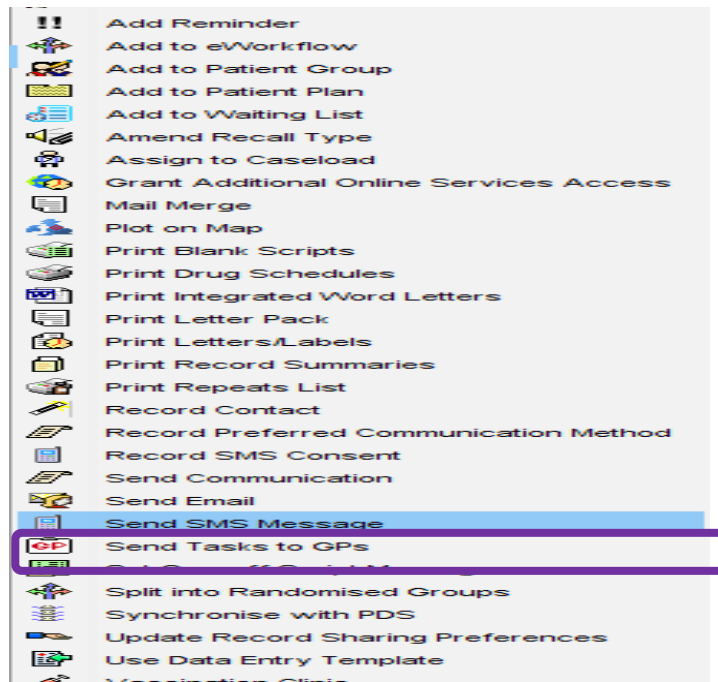


Choose the clinic you want to cancel:



Right click "Actions" and select "Send SMS Message"

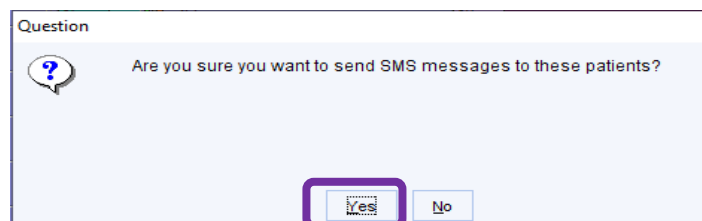




The system should pick up the whole list automatically but if not, click “select all” and click “OK”

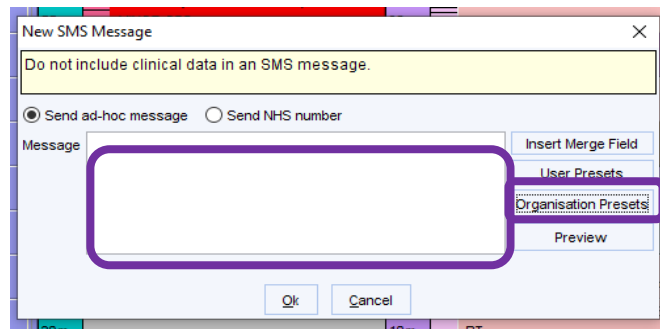


Click “Yes”



Click on “Organisation Presents” and select the message required, or type the message in the box and click “Ok” and Send:

E.g., Unfortunately, the clinician you were due to see today is unwell and we have had to cancel your appointment. Please contact the surgery to re-book your appointment. Sorry for any inconvenience caused.



Once the SMS has been sent the total number of patients who did not receive the messages (Non-mobile or no consent for receiving SMS) will be listed. The nominated staff member should contact the patients by telephone, working through the list in time order to re-arrange their appointment. If no response the nominated member of staff should attempt to contact the patient a minimum of three times.

Once all the above steps are complete the patient coordinators should work with reception managers to assess if any other patients should be called to ensure they receive notification regarding their cancelled appointment.

## **6. Review**

This procedure will be subject to review every three years, or, considering any changes to National Standards or Trust policy.