Primary Care Directorate

GP Support Unit

Call Handler Process

Document Control

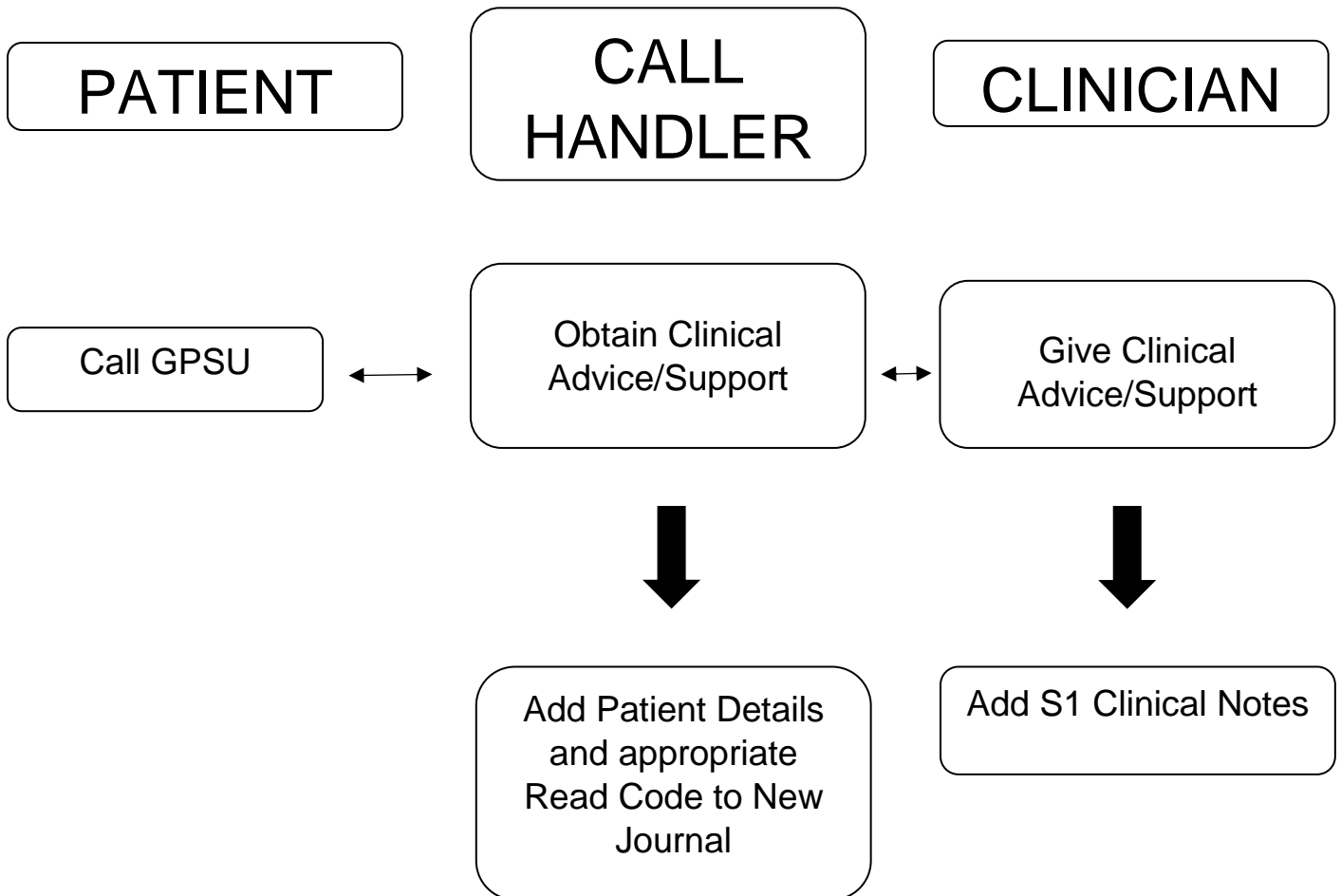| Version number :	1.0
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1.0	June 2023	Dr Delroze Miah	QAG	

Contents

NHS
East London
NHS Foundation Trust

Call Handler on Site Clinical Advice Process

PATIENT

CALL HANDLER

CLINICIAN

Call GPSU ←→ Obtain Clinical Advice/Support ←→ Give Clinical Advice/Support

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Add Patient Details and appropriate Read Code to New Journal

Add S1 Clinical Notes

Read Code List

Advice	X71Ez
Advice about treatment	Ua02O
Advice on immunisation	XE1TP
Patient given advice	8CA
Referral	Xa4HR
Referral to Doctor/GP	XaAfK
Referral to hospital	8H7a