

SPRINGFIELD SURGERY P88606

Management Plan for Acutely Ill Children

Between 08.30am and 10.30am

1. Parent telephones for an urgent appointment for their child
2. Request that they bring their child into surgery for Open Clinic.
3. Enter the child's name onto the computer but leave as "booked"
4. When the child arrives in surgery change clinic status to "arrived"
5. If there is a long wait, and you deem it appropriate through speaking to the parent or visual assessment, ask the patients already waiting if they mind the child being seen next.
6. Inform the GP on duty if the child can be seen next by internal mail, marked as high priority.

Between 10.30am and 12 noon

1. Parent telephones for an urgent appointment for their child
2. If GP is available, ask the parent for a short history and seek advice of the GP
3. If the GP is not available, ask the parent for a short history and place the child on the GP telephone consultation list. Highlight the telephone consultation to the GP as soon as possible.
4. If the child cannot wait until a GP is available, then see if the Practice Nurse is available to triage.

Between 12 noon and 15.00pm

1. Parent telephones for an urgent appointment for their child
2. Offer an Urgent appointment at the end of evening surgery
3. If this is not acceptable to the parent, ask advice from the GP on duty.
4. If the GP is not available, ask the parent for a short history and place the child on the GP telephone consultation list. Highlight the telephone consultation to the GP as soon as possible, and request a telephone consultation prior to evening clinic.
5. If the child cannot wait until a GP is available, then see if the Practice Nurse is available to triage.

Between 15.00pm and 17.30pm

1. Parent telephones for an urgent appointment for their child
2. Offer an Urgent appointment at the end of evening surgery
3. If this is not acceptable to the parent, ask advice from the GP on duty.
4. If the child cannot wait until a GP is available, then see if the Practice Nurse is available to triage.
5. If the GP is not available, ask the parent for a short history and place the child on the GP telephone consultation list. Highlight the telephone consultation to the GP as soon as possible.

Between 17.30 and 18.00

1. Parent telephones for an urgent appointment for their child
2. Offer a telephone consultation at the end of evening clinic.
3. Ask the parent for a short history and place the child on the GP telephone consultation list. Highlight the telephone consultation to the GP as soon as possible.
4. If this is not acceptable to the parent, ask advice from the GP on duty.

At Springfield Surgery it is very rare for a GP or Practice Nurse not to be available to triage Acutely Ill Children. This could result in a prescription being issued or the patient being offered an appointment by the GP or Nurse. The GP or Nurse will then inform the Receptionist if the request results in a visit, appointment or prescription. All telephone consultations are recorded on the computer system and should a follow up be necessary then a Read Code of ~8H8D – follow up (wait and see) is recorded on the patients records. A follow up telephone consultation is then booked by the GP. When the child is followed up a Read Code of ~6A – patient reviewed is entered onto the patient's records.

We have extremely good access/availability to treat acutely ill children, and treatment is provided through the telephone consultations and appointments on the day. It is rare that an Acutely Ill Child will necessitate a follow up consultation.