

Clinical Standard Operating Procedure

MANAGEMENT OF PATIENTS WHO SELF-REFER OUT OF HOURS TO ADULT CONGENITAL HEART DISEASE SERVICES

SETTING	Bristol Heart Institute
FOR STAFF	Healthcare professionals who are in contact with patients out of hours. University Hospitals Bristol Switchboard
PATIENT GROUP	Adult patients with congenital heart disease (ACHD)

STANDARD OPERATING PROCEDURE (SOP)

PROCESS

Telephone

Patients or their families might telephone the hospital out of hours asking for advice. Contact numbers and guidance on how to seek advice is on the outpatient clinic letterhead. This advises them to:

- Call 999 or go to their nearest Emergency Department in case of clinical emergencies.
- Contact the ACHD clinical nurse specialists (CNS) during office hours (Monday-Friday 0900-1700) on 01173426599 for routine clinical enquiries. (This line has a voicemail service with a pre-recorded message detailing the same advice as on the hospital letterhead).
- Contact the Coronary Care Unit (CCU) out of hours on 01173426528 for non-emergency urgent advice. The staff member receiving the call on CCU will:
 1. Record the patient name and date of birth, name of the person calling (if not the patient), the reason for calling and a contact number on Medway.
 2. The patient will be advised to:
 - Go to the nearest Emergency Department or call 999 if acutely/ severely unwell.
 - Call the ACHD CNS team during working hours for non-urgent queries
 - To await a call-back for advice from the on call cardiology registrar for urgent but non-emergency problems.
 3. The staff member will contact the cardiology registrar on call, who will obtain information about the patient from the electronic patient record and contact the patient if needed.
 4. The cardiology registrar will advise the patient and escalate as needed.

Local Emergency Department

Patients or their families might arrive at their local emergency medical department who may then contact the Bristol Heart Institute, as the ACHD Level 1 centre, hospital for advice.

- The on call cardiology registrar can be contacted via switchboard for advice, giving name and date of birth of the patient.
- The registrar will advise and involve the on call ACHD cardiologist as appropriate.

Bristol Royal Infirmary Emergency Department (BRI ED)

Patients or their families might arrive at Bristol Royal Infirmary emergency department who may then contact the cardiology registrar for advice.

- The cardiology registrar should attend to the emergency medical department as soon as possible and involve the ACHD consultant on call as appropriate.

DOCUMENTATION

- All discussions, assessments and advice given by the CCU nurses or the on call cardiology registrar will be recorded on the electronic patient record in 'Medway clinical notes'.
- The on call cardiology registrar/ on call ACHD consultant should notify the patient's ACHD cardiologist, the ACHD cardiologist of the week and the ACHD CNS by email, direct communication or via the secretarial team by the next working day.

AUTHORISING BODY Cardiac Executive Group

QUERIES Contact any of the following via UH Bristol switchboard – 0117 923 0000

Dr R Bedair, Consultant Cardiologist
Ms C Evans, Clinical Nurse Specialist