|  |  |
| --- | --- |
| **Date:** |  |
| **Shift Manager name:** |  |
| **Shift Time:** |  |
| **Handing over to:** |  |

**PLEASE COMPLETE HOURLY VOLUMES**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TIME** |  |  |  |  |  |  |  |  |
| Mental Health Advice:  Locked: |  |  |  |  |  |  |  |  |
| Number of breached cases without safety call**:** |  |  |  |  |  |  |  |  |
| 111 Option 2 |  |  |  |  |  |  |  |  |
| Total number of calls received |  |  |  |  |  |  |  |  |
| Call answered in 60 secs |  |  |  |  |  |  |  |  |
| Abandoned calls |  |  |  |  |  |  |  |  |
| Professional Line |  |  |  |  |  |  |  |  |
| Total number of calls received |  |  |  |  |  |  |  |  |
| Call answered in 60 secs |  |  |  |  |  |  |  |  |
| Abandoned calls |  |  |  |  |  |  |  |  |

**PLEASE COMPLETE THE OPEL SCORE AT THE FOLLOWING TIMES AND RECORD BELOW:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **TIME** | **09:00** | **13:00** | **17:00** | **21:00** | 01:00 | 05:00 |
| **Call Answering OPEL:** |  |  |  |  |  |  |
| **Outstanding Stack OPEL:** |  |  |  |  |  |  |
| **MH CAS OPEL:** |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **DID YOU GO INTO ESCALATION?** |  |
| **ESCALATION MEASURES ENACTED:** |  |
| **Items escalated to On-Call Manager** (please include all items discussed) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SHIFT OVERVIEW:** | | | | |
|  | | | | |
| **FEEDBACK:** | | | | |
| **Facilities:** | |  | | |
| **Operational team (**e.g. sickness, punctuality, training requirements): | |  | | |
| **Practitioner team** (e.g. sickness, punctuality, training requirements**):**  **Please confirm sickness has been reported via email to the ‘IAP practitioner absence’ distribution list** | |  | | |
| **IT SUPPORT FORMS REPORTED:** | | | | |
| Reported by |  | |  |  |
| Brief overview of issue |  | |  |  |
| **LEARNING EVENTS REPORTED:** | | | | |
| Reported by |  | |  |  |
| Brief overview of event |  | |  |  |
| **ANY OTHER FEEDBACK:** | | | | |
|  | | | | |

|  |  |
| --- | --- |
| **ACTION** | **TIME** |
| **CONFIRM HOW MANY USB HEADSETS ARE PRESENT (out on desks and/or as spares):** | 6 |
| **Tuesday overnight/Wednesday morning – confirmation PCs have been restarted** |  |

|  |  |
| --- | --- |
| **VERSION NUMBER:** | 1.3 |
| **DATE:** | September 2024 |
| **CREATED BY:** | Aimee Henley |