|  |  |
| --- | --- |
| **Date:** |  |
| **Shift Manager name:** |  |
| **Shift Time:** |  |

**PLEASE COMPLETE HOURLY VOLUMES**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TIME** | **9:00** | **10:00** | **11:00** | **12:00** | **13:00** | **14:00** | **15:00** | **16:00** | **17:00** | **18:00** |
| **IUC ADVICE TOTAL:**  Locked: |  |  |  |  |  |  |  |  |  |  |
| **CASE BREAKDOWN:**  ADMISSION AVOIDANCE: |  |  |  |  |  |  |  |  |  |  |
| 24HR CAS CASES: |  |  |  |  |  |  |  |  |  |  |
| ED/999: |  |  |  |  |  |  |  |  |  |  |
| MENTAL HEALTH: |  |  |  |  |  |  |  |  |  |  |
| CHILDREN’S: |  |  |  |  |  |  |  |  |  |  |
| FRAILTY: |  |  |  |  |  |  |  |  |  |  |
| NCCBQ: |  |  |  |  |  |  |  |  |  |  |

**CALL HANDLER TAKE LIST ACCESS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **BRI** | **NBT** | **Comments** |
|  |  |  |  |
|  |  |  |  |
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**PLEASE FILL IN THE ABOVE FOR ALL CALL HANDLERS WORKING ON YOUR SHIFT. IF ANSWERING ‘N’ PLEASE ADD A COMMENT TO HIGHLIGHT THE SPECIFIC ISSUE BEING EXPERIENCED.**

|  |  |  |  |
| --- | --- | --- | --- |
| **SHIFT OVERVIEW:** | | | |
|  | | | |
| **IT SUPPORT FORMS REPORTED:** | | | |
| Reported by |  |  |  |
| Brief overview of issue |  |  |  |
| **CLINICAL STAFF:** | | | |
|  | | | |
| **OPERATIONAL STAFF:** | | | |
|  | | | |
| **LEARNING EVENTS REPORTED:** | | | |
| Reported by |  |  |  |
| Brief overview of event |  |  |  |
| **ANY OTHER FEEDBACK:** | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **ACTION** | **TIME** | | |
| **TEST PROFESSIONAL LINE IS DIRECTING TO WDPL AT START OF SHIFT:** |  | | |
| **ENSURE CLINICIANS LOGGED IN UNDER CURRENT ADASTRA LOCATIONS (please expand on any ‘N’ in ‘any other feedback’ section)** | **08.15** | **09.15** | **10.15** |
|  |  |  |
| **CHECK OPERATING HOURS ON DoS MATCH CLINICAL ROTA (ED and MH)- please complete this check at the beginning of the shift:** |  | | |
| **SYNETY SPOT CHECKS:** |  | | |
| **SESUI SPOT CHECKS:** |  | | |
| **CONFIRM ALL 13 SESUI HEADSETS PRESENT:** |  | | |
| **OSPREY MANUAL PRESCRIPTIONS:** |  | | |
| **ENSURE REFERRAL AND CONSULTATION ACCOUNTS ARE CLEAR AT START AND END OF SHIFT:** |  | | |
| **ENSURE PATIENT FORMS AND DESKTOP ARE CLEAR AT START AND END OF SHIFT:** |  | | |
| **DoS CHANGES LOGGED ON SPREADSHEET:** |  | | |
| **CHECK CHILDREN’S ED ADVICE LINE HAS DIVERTED AS PER ROTA:** |  | | |
| **KCAR2 DRUG CHECK COMPLETE (WITH CLINICIAN):** |  | | |
| **WEEKS 1 AND 3 – PSQ STATUS (Folding/franking/posted etc.)** |  | | |
| **Fobs 4** |  | | |

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| --- | --- |
| **VERSION NUMBER:** | July 2024 v2.3 |
| **DATE:** | 15/07/2024 |
| **CREATED BY:** | Hollie Gage |