

Case Review - Clinicians >

Case / Incident Detail

Title

Case / Incident Detail

Case Date

Case / Incident Detail

Status

Complete

Review mth

July 25

Review Type

ANR

Review Level

Medium

Brief description

Patient Detail

Main Clinician

Staff Detail

Supplementary Clinician

Shield

CCO



Staff Detail

Call Taker



Staff Detail

Call Details for NICE

Patient Detail

Was this case during EOC?

yes

Referred By

Routine Review

External Stakeholders

Internal Stakeholders

SMOC

Case Type

ABDOMINAL PAIN

SICK PERSON selection issue?

No

Did the Clinician call share?

Yes

Was advice given via the CT and documented?

Yes

Initial hashtag applied?

no

Grade change on initial call?

no

If so, what was the rationale for the grade change?

Was the case upgraded post subsequent contact with the scene?

No

FAR usage

prior to form update

Was the case Clinician Tagged?

no

other Clinician notes added

Patient Detail

Documentation Comments

ANR topic

Self Tx

Was STS used in the ANR?

not possible

Were the correct regrade and revised case type selected?

yes

Did the Clinician complete the ANR form sufficiently?

no

Were any referrals or self management advice safe?

ANR outcome

Self transport

ANR Comments

Were any required call backs completed?

no

Were callbacks made according to SOP timelines?

Yes

Was appropriate advice given during the callback?

Callback Comments

Triage Comments

review created prior to form changes

was the triage appropriate?

N/A

Did the Clinician adhere to the Customer Service Guidelines?

Yes

Clinician comms

Case specific

Feedback

Patient Details

Feedback status

Review Determination

Requires Development

CDP/AF Category

Call-back delay

CDP/AF description

Clinician unable to make call backs to pending cases

Clinician-specific theme(s) requiring addressing or that were of concern

Documentation, ANR issue

SAC Code

SAC 3

General Comments

Patient Detail

Files

CDP ref number

Patient Detail

ACTIA notification

No

Attachments

Staff Detail

Staff Detail

Staff Detail