

Case Review - Clinicians >

Case / Incident Detail

Title

Case / Incident Detail

Case Date

Case / Incident Detail

Status

Complete

Review mth

Oct 25

Review Type

Upgrade after CB

Review Level

Medium

Brief description

Patient Detail

Main Clinician



Staff Detail

Supplementary Clinician



Staff Detail

Shield

CCO

Call Taker

Call Details for NICE

Was this case during EOC?

no

Referred By

Routine Review

External Stakeholders

Internal Stakeholders

Case Type

SICK PERSON

SICK PERSON selection issue?

No

Did the Clinician call share?

Yes

Was advice given via the CT and documented?

N/A

Initial hashtag applied?

yes

Grade change on initial call?

downgrade

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

Patient Detail

Was the case upgraded post subsequent contact with the scene?

Yes

FAR usage

prior to form update

Was the case Clinician Tagged?

no

other Clinician notes added

Patient Detail

Documentation Comments

Case / incident Detail

ANR topic

Was STS used in the ANR?

Were the correct regrade and revised case type selected?

Did the Clinician complete the ANR form sufficiently?

Were any referrals or self management advice safe?

ANR outcome

ANR Comments

Were any required call backs completed?

N/A

Were callbacks made according to SOP timelines?

N/A

Was appropriate advice given during the callback?

N/A

Callback Comments

Case / incident Detail

Triage Comments

appropriate triage with information available.

was the triage appropriate?

yes

Did the Clinician adhere to the Customer Service Guidelines?

N/A

Clinician comms

Mthly report

Feedback

Case / incident Detail

Feedback status

Review Determination

Meets standard

CDP/AF Category

Call-back delay

CDP/AF description

Case / incident Detail

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

None Required

SAC Code

General Comments

Files

CDP ref number

Case / incident Detail

ACTIA notification

No

Attachments

Staff Detail

Staff Detail

Staff Detail