

Case Review - Clinicians >

Patient Detail

Title

Patient Detail

Case Date

Patient Detail

Status

Complete

Review mth

Sept 25

Review Type

P1 to P2, Other

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

Staff request (Management)

External Stakeholders

Internal Stakeholders

Case Type

Patient Detail

SICK PERSON selection issue?

No

Did the Clinician call share?

No

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?

Staff Detail

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

Staff Detail

Documentation Comments

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?

yes - completed

Were callbacks made according to SOP timelines?

No

Was appropriate advice given during the callback?

Yes

Callback Comments

Patient Detail

Triage Comments

Patient Detail

was the triage appropriate?

yes

Did the Clinician adhere to the Customer Service Guidelines?

Yes

Clinician comms

Mthly report

Feedback

Patient Detail

Feedback status

Review Determination

Requires Development

CDP/AF Category

Call-back delay

CDP/AF description

Patient Detail

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

Call Backs

SAC Code

General Comments

Patient Detail

Files

CDP ref number

Patient Detail

ACTIA notification

No

Attachments

 Patient Detail

Staff Detail

Staff Detail

Staff Detail

Staff Detail

Staff Detail

Staff Detail