

SFHGEN58

Receive requests for assistance, treatment or care



Overview

This standard covers receiving requests for assistance, treatment or care. Such requests may be made via a patient helpline, NHS24/NHS Direct, or 999 emergency operators and in person when an individual presents for assistance, treatment or care at Accident and Emergency departments, GP surgeries, Minor Injuries Units, Walk in Centres or at pharmacies. It involves obtaining and recording all relevant information from the individual so that they will take the appropriate course of action.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 explain clearly and calmly to the individual your own role and its scope, responsibilities and accountability
- P2 explain clearly:
 - P2.1 what information you need
 - P2.2 the reasons why you need the information
 - P2.3 with whom the information will be shared
- P3 communicate with the individual in a sensitive and respectful manner which promotes confidence, reduces anxiety and maintains their privacy and dignity
- P4 communicate with the individual in a manner consistent with:
 - P4.1 their level of understanding
 - P4.2 their culture and background
 - P4.3 their preferred ways of communicating
 - P4.4 their need for reassurance and support
 - P4.5 the circumstances in which they are making the request
- P5 confirm the personal and contact details of the individual who requires assistance, treatment or care and, where appropriate, those for the person making the request on behalf of the individual
- P6 obtain the presenting history and other relevant information as fully, accurately and sequentially as the circumstances of the request permit
- P7 ensure that you have obtained the information required so that the individual receives appropriate advice, further assistance and treatment or care
- P8 take appropriate action based upon all information received
- P9 record, store and share, if appropriate, the information received, in line with patient confidentiality, data protection and other relevant legislation, protocols and guidelines
- P10 adhere to legislation, protocols and guidelines when giving advice to individuals
- P11 recognise when a request is outside your remit and advise the individual of an alternative service
- P12 recognise when a request requires a direct referral on behalf of the patient or caller
- P13 recognise the boundary of your role and responsibility and the situations that are beyond your competence and authority

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Knowledge and understanding

You need to know and understand:

- K1 the reasons to explain your role and responsibilities when taking information
- K2 the types of information that need to be gathered and passed on to others
- K3 the steps required to gather correct information in relation to different circumstances, individuals, and their symptoms, injuries or conditions
- K4 how to communicate with individual according to their level of understanding, culture background and preferred ways of communicating
- K5 obstacles to communication and how they can be overcome
- K6 the legal implications surrounding delegation and acceptance/competence to complete the task
- K7 the importance of recording all information obtained in relation to requests for assistance, treatment, care or other services
- K8 how the manner in which you interact with individuals affects their levels of anxiety and the confidence they have in the emergency service
- K9 the steps you would take to ensure that the privacy and dignity of the individual are maintained
- K10 the process to be followed when giving advice and/or directing individuals for further assistance and treatment or care
- K11 why individuals should be kept informed throughout the process
- K12 the circumstances where a request for assistance, treatment or care is outside your remit, and the actions you should take to inform the person of alternative services
- K13 the legislation, policy, guidelines and practices with regard to the confidentiality of patient information and data protection issues
- K14 the legislation, policy, guidelines and practices with regard to the keeping and sharing of records, including the use of Integrated Care Record Systems (ICRS)

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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