**Standard operating procedure for prioritising and regulating night calls to Medical teams.**

**All** calls out of hours to the medical F1, SHO or REG must go through the Clinical Site Management (CSM) Team /

Night Practitioners (NP) in order they are prioritised and the medical teams are utilised appropriately.

This applies to all RSCH medical, cardiac, renal, oncology & GUM wards plus any medical outliers in the Trust.

**NB: If NEWS 5 or more please call Outreach direct on Bleep 8495**

Unless it’s an emergency (cardiac arrest or NEWS 7 or more) ward staff should bleep the CSM / Night practitioners rather than the medical team

The CSM / Night practitioner will decide what action to take (as summarised in the boxes below):

For all wards in Barry building and Courtyard building – bleep 8123

For Medical outliers on surgical / vascular / ortho / neuro / gynae wards + Renal / H’onc / cardiac wards – bleep 8122

**8**

CSM / NP

advises staff should put out MET or arrest call

**7**

CSM / NP

advises staff to bleep MREG on 8986 (till 0000) or 8521

**6**

CSM / NP

advises staff to bleep

F1 8527 or MSHO 8522

direct

**5**

CSM / NP

attends ward but decides to bleep

F1 8527 or MSHO 8522 to attend

**4**

CSM / NP

contacts Outreach team to review or

advises ward to contact

Outreach for any patient with NEWS2 of 5 or more

**2**

CSM / NP

gives advice over phone resolving problem / issue

**3**

CSM / NP

attends ward & resolves problem / issue themselves

**1**

CSM / NP

advises problem / issue can wait until tomorrow

Emma Carmichael & Karen Wootten, Denise Hinge & Fang En Sin

Clinical Site Manager Matrons, Nurse Consultant, RCP Chief Registrar

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