	Standards: The "Fishing" Process
Responsible: Practice Manager	**Date:** 25-8-20 **No.:** 001

A. The Purpose of "Fishing"

a) Establish the need for Face-to-Face (F2F) consultation or can it be done virtually through email or telephone?

b) Check that all pre-work has been done to maximise the potential of F2F.

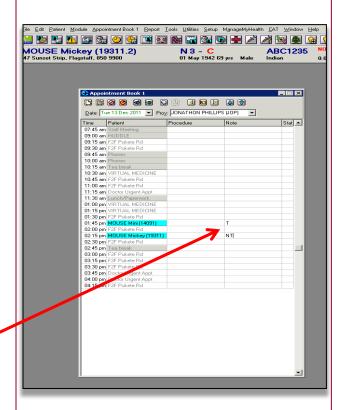c) Book additional screening activities as identified in the patient prompt.
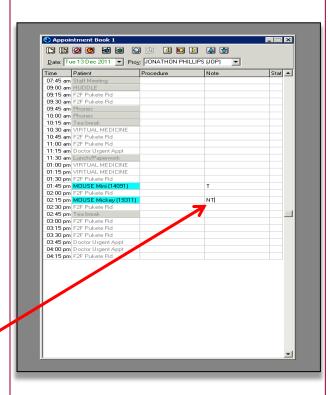
B. The Process of "Fishing"

1. All staff making appointments must identify if the appointment has been clinically triaged or not.

   T = Triaged *(All triage work must be done accurately to avoid re-work).*

   NT = Not Triaged

2. Identify each appointment as "T" or "NT" in the note column of the appointment schedule.

3. Identify why the patient needs to visit the GP where possible after the "T" or "NT" in the note column.

4. Nurses do clinical review of the doctor's schedules three days in advance.

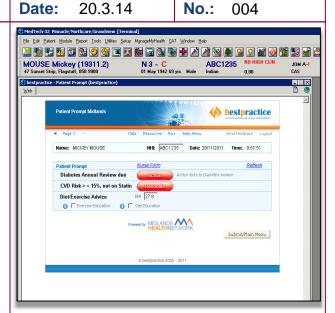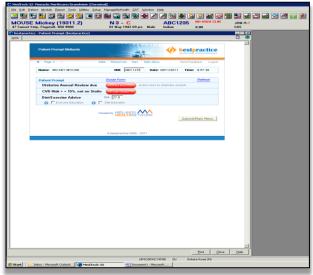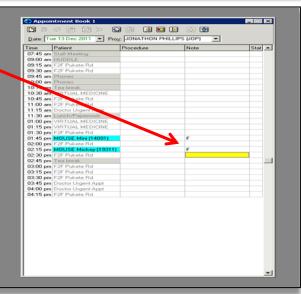5. Nurses to identify "NT" patients as a priority in the first instance.

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Responsible: Practice Manager	**Date:** 20.3.14	**No.:** 004

6. Nurses to use patient prompt to identify gaps in care plan of patient. This could include pre-work prior to the appointment (eg. bloods for CVRA/DAR), or additional screening (eg. booking for smear).

7. The nurses will contact the "NT" patients to confirm the reasons for the booked consultation and time required. Establish the type of contact i.e. F2F, email, phone where appropriate (NT only). Nurse to generate requests for any pre-consult investigations required re the acute problems and/or gaps in the patient prompt.

8. The nurse will re-book or confirm booking as required for "NT" patients.

9. Nurse changes "NT" in the notes column to "F". This will indicate that "Fishing" has been completed.

10. The nurse will print the "Nurse Form" via the patient prompt and place it in the appropriate "Monday to Friday" folders in the MCA off-stage area. Patient Prompts are now ready for "Rooming".

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11. The patient arrives at reception and is "Arrived" in Medtech by clicking "Ctrl+s".

12. The MCA collects the Patient Prompt in the "Monday – Friday" folders in the MCA off-stage area and starts the "Rooming" process (preparing patient for consultation - See OPL on "Rooming").

    Please note: The "Nurse Form" will accompany the patient throughout the patient's visit to the clinic.

13. The MCA completes the health measurements as per the "Rooming" process and leaves the Patient Prompt on the keyboard of the appropriate consulting room for the clinician's attention.

14. The relevant clinician uses the Patient Prompt to address gaps in the patient's care plan and records it in PMS.

16. The clinician indicates that the identified gap in the patient's care plan has been met by ticking ("✓") in the appropriate place on the Patient Prompt.

17. The clinician places the Patient Prompt in the designated box once the consultation has been completed.

18. The MCA collects and collates the Patient Prompts for analysis on screening activities.