

Appendix A – Requirements of the Provider Standard Operating Procedure (SOP)

Development and maintenance of a register; the practice delivering the service should be able to produce an up to date register of all anticoagulation monitoring service patients. The consultation record will include:

- The patient's name and date of birth
- The indication for likely duration of treatment
- Computerised linkage of medication to indication for treatment, including target INR
- The responsible clinician
- Relevant clinical history, examination findings and test results
- Follow up arrangements

Where the service is provided by someone other than the patient's own practice, the provider must ensure that the patient's registered GP is given this information, after obtaining explicit consent from the patient.

Call and recall; to ensure that systematic call and recall of patients on this register takes place. Under normal circumstances a patient, who fails to attend a clinic, should be contacted by telephone or standard letter. The provider should implement appropriate and effective strategies for monitoring and targeting non-attendees.

Professional links; to work together with other professionals where appropriate. Any health professionals involved in the care of patients should be appropriately trained.

Referral policies; when appropriate, to refer patients promptly to other necessary services and to the relevant support agencies, using locally agreed guidelines where these exist.

Education of newly diagnosed patients; to ensure that all newly diagnosed patients (and/or their carers and support staff where appropriate) receive appropriate education on the management and prevention of secondary complications of their condition, including the provision of a patient held booklet.

Patient held information clinical record; will be available to all patients or their carers as directed in the National Patient Safety Agency (NPSA) anticoagulation alert.

Individual management plans; to prepare with the patient an individual management plan which gives the diagnosis, planned duration and therapeutic range to be obtained.

Clinical procedures; to ensure that at initial diagnosis, and at least annually, an appropriate review of the patients health is carried out, including checks for potential complications and, as necessary, a review of the patient's own monitoring records. To ensure that all clinical information relating to the service is recorded in the patient's own GP-held lifelong record, including completion of the 'significant event' record that the patient is on warfarin.

Record keeping; to maintain adequate records of the performance and results of the service provided. This should include the number of bleeding episodes requiring hospital admission and deaths caused by anti-coagulants. If the service is provided by someone other than the patient's own registered GP, the provider must ensure that the patient's registered practice is given this information, after obtaining explicit consent from the patient.

Initiation; where the service is provided by a GP or alternative health care provider, with substantial experience of anti-coagulation monitoring, he or she may initiate warfarin for treatment of atrial fibrillation. This is an optional element of the service for which a separate one-off payment is made, to cover the costs of the additional consultations required to stabilise the patient. The dosing guidelines to be followed for initiation must be included in the Providers Standard Operating Procedure.

Patients discharged from hospital; patients on warfarin but whose dose has not stabilised can be regarded as initiated by the practice.

Training; all providers must ensure that staff involved in providing any aspect of care under this scheme have the necessary skills, and the Lead Clinician should discuss the requirements of the role as part of their appraisal. The CCG will provide an update training session every two years as part of Protected Learning Time, and recommends that if further training is required in the interim (e.g. for new starters) the MHRA online oral anticoagulants training module is undertaken

<http://www.mhra.gov.uk/ConferencesLearningCentre/LearningCentre/Medicineslearningmodules/Oralanticoagulants/CON437443> Providers must ensure that all staff involved in providing any aspect of care under this scheme have the necessary skills. **Alerts** – The practice must respond to all alerts and communications issued by the manufacturer of the anticoagulation machines and consumables.