

Guideline for Clinical Staff to Access Advice 'Jump Call' Procedures

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Guidelines Definition

Clinical guidelines are systemically developed statements that assist clinicians and patients in making decisions about appropriate treatments for specific conditions.

They allow deviation from a prescribed pathway according to the individual circumstances and where reasons can be clearly demonstrated and documented.

Minor Amendments

If a minor change is required to the document, which does not require a full review please identify the change below and update the version number.

Type of change	Why change made	Page number	Date of change	Version 1 to 1.1	Name of responsible person

Equality Impact Assessment Statement

This Procedure has been subject to a full equality assessment and no impact has been identified.

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Purpose

To ensure appropriate care and treatment for women, and support junior staff in providing care, the following guidance outlines the availability of senior staff.

Medical Staff

Middle Grade and Junior Doctors will be allocated a named Consultant who will oversee their work. During the normal working week a Consultant will be available to offer appropriate advice on all aspects of direct patient care.

Unsocial hours will be managed by a Consultant, being available and on-call. If and when requested or if required, the on-call Consultant will attend the Hospital and remain on site until such time he/she is no longer required.

The Junior/Middle Grade Doctor will contact the Consultant on-call by;

- ✓ Confirming the name of the Consultant On Call with the Midwife Co-ordinator in charge
- ✓ The telephone switchboard operators retain Consultant on-call contact telephone numbers and will respond to a request by personally contacting the relevant Consultant who will be available to speak to the requesting Doctor or Midwife.
- ✓ In an acute emergency, the Junior/Middle Grade Doctor may not feel it appropriate to leave the patient in which case, a Midwife will relay a clear, concise message to the Consultant on-call.
- ✓ In the rare case of the Consultant on-call not being available due to unforeseen circumstances, other Consultants in the team will be informed and asked to assist. In the event of not making contact with the on call Consultant then the Clinical Director should be called. If this fails in obtaining a response then the Medical Director should be contacted via switch board. The Clinical Director will be notified if a Consultant is not available.

Nursing and Midwifery Staff

The Escalation Protocols will be followed.



Appendix One: Escalation Protocol for Midwives/Nurse

Midwife/Nurse notes cause for concern and documents details in the woman's Records

Seek support and advice from Midwife Co-ordinator in charge

Middle Grade Doctor on-call informed of cause for concern

Doctor and Midwife/Nurse agree Plan of Care

As required, the Plan of Care will be revised accordingly

Midwives/Nurses

If at any time the Midwife is concerned with the Plan of Care, or a woman's deteriorating condition, they have the authority to contact the Consultant Obstetrician at any time and the Senior Midwife on call for additional support.