

This list belongs to:

Date:

On-Call Referrals Proforma

Name: Hospital no.: DOB: Ward & Bed no.: Referred by: Time referred: S: B: A: R:	Name: Hospital no.: DOB: Ward & Bed no.: Referred by: Time referred: S: B: A: R:
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Proforma created by:

thewelldoctor.org

[@thewell_doctor](https://twitter.com/thewell_doctor)

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How to use the On-Call Referrals Proforma

This form is designed for use during on-call shifts to document referrals you receive.

At the top of each box there is space to take down patient details. You'd be amazed how often people forget to volunteer information like the patient's name or the ward they are on, especially when they are stressed.

Once you've filled in the patient identifiers you should take down the details of the referral using the SBAR communication tool.

SBAR stands for:

1. **Situation**
2. **Background**
3. **Assessment**
4. **Recommendation**

According to NHS England and NHS Improvement, "SBAR helps to provide a structure for an interaction that helps both the giver of the information and the receiver of it. It helps the giver by ensuring they have formulated their thinking before trying to communicate it to someone else. The receiver knows what to expect and it helps to ensure the giver of information is not interrupted by the receiver with questions that will be answered later on in the conversation."

Using an SBAR communication tool looks something like this:

Situation:

I am (name), (X) nurse on ward (X)

I am calling about (patient X)

I am calling because I am concerned that... (e.g. BP is low/high, pulse is XX, temperature is XX, Early Warning Score is XX)

Background:

Patient (X) was admitted on (XX date) with... (e.g. MI/chest infection)

They have had (X operation/procedure/investigation)

Patient (X)'s condition has changed in the last (XX mins)

Their last set of obs were (XX)

Patient (X)'s normal condition is... (e.g. alert/drowsy/confused, pain free)

Assessment:

I think the problem is (XXX)

And I have... (e.g. given O2/analgesia, stopped the infusion)

OR I am not sure what the problem is but patient (X) is deteriorating

OR I don't know what's wrong but I am really worried

Recommendation:

I need you to...

Come to see the patient in the next (XX mins)

AND

Is there anything I need to do in the mean time? (e.g. stop the fluid/repeat the obs)

For more information on how to use the SBAR communication tool go to:

<https://www.england.nhs.uk/wp-content/uploads/2021/03/qsir-sbar-communication-tool.pdf>

A Note on Confidentiality:

Please take care of any documents which contain patient sensitive information. You have a legal duty as a clinician to protect patient confidentiality. You must make sure any personal information about patients that you hold or control is effectively protected at all times against improper access, disclosure or loss. You should not leave patients' records, including the information in this proforma, unattended. Notes and records may be seen by other patients, unauthorised staff, or the public if they are not managed securely.

I hope you enjoy using this proforma!

To give me feedback or get in contact with me please email: contact@thewelldoctor.org

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THEWELLDOCTOR.ORG