SOP Title	Role of the Co-ordinator in the Emergency department		
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Approved by			
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V1	1st August 2017	Louise Croxall		
V2	28th March 2018	Louise Croxall		Added re: locum doctors

SOP Objectives	To ensure patients are cared for in a safe environment achieving both quality and good patient experience. Also leading to optimum patient flow to ease congestion in the ED.
Scope	
Performance Measures	
Related Documents	

Work Instruction – Role of the Co-ordinator in the Emergency department		
No.	Action	Responsibility
1	Make sure that the department is at safe staffing levels for the next 48 hours and escalates to Matron if necessary	
2	Making sure if staff call in sick all the appropriate amendments are made e.g. roster and putting out to bank.	
3	Maintains patient safety • Co-ordinates the shift and assists in busy areas where appropriate supporting staff where needed • Manages delays in patient care by moving staff around the department and assessing departmental flow delays • Receives referrals/ diverts from other areas in the department with courtesy and professionalism escalating if appropriate • Makes sure the area is clean, tidy and maintains a professional appearance at all times • Makes sure that there are no unnecessary delays in patient care	
4	Maintains staff welfare in the team	
5	Acts as a clinical lead and provides advice and support to the nursing team	
6	Communicating well with patients if there are long delays in the department and deescalating any complaints within the department	
7	Works closely with the senior doctor on shift and also highlighting and challenging any areas of questionable practice from doctors.	
8	Make sure all breaches are correct on the tracking screen and the reasons are correct especially before finishing shift	