

SOP

Dr Tallat Nazir
Stockport NHSFT

SOP

NOUN

- 1 (often plural) food soaked in a liquid before being eaten
- 2 concession, bribe, etc, given to placate or mollify ⇒ a sop to one's feelings
- 3 (informal) a stupid or weak person

VERB

- Word forms: sops, sopping, sopped
- 4 (transitive) to dip or soak (food) in liquid

WORD ORIGIN

- Old English sopp; related to Old Norse soppa soup, Old High German sopfa milk with bread

SOP - Abbr 1

- Statement Of Purpose
- Service of Process
- Standard Operational Procedure
- Standard of Practice
- Safe Operating Procedure
- School Organisation Plan (UK education)
- Senior Officer Present
- Standard Operating Policies
- System Operating Procedures
- Security Operating Procedures
- Service Order Processing
- Space Operations Squadron (USAF)

SOP - Abbr 2

- Secondary Oxygen Pack (US NASA)
- Site Operating Plan
- Sexual Offender Program
- State of the Parks Report (Canada)
- Special Operations Program
- Starfire Optical Range
- Standard Operating Power
- Standards of Payments
- Ship Operational Program
- Strategic Operating Platform
- Solicitation of Proposals
- State Operating Permit
- Stupid Operating Procedures

SOP

- **Standard Operating Procedure**

SOP

- ? What is it
- ICH: detailed written instructions to achieve uniformity of the performance of a specific function
- Used in Aviation, engineering, pharmaceuticals, industry, laboratories, military, healthcare

? New concept

We recognise that we use

- Handover/ briefings
- Guidelines
- Protocols
- Policies
- Checklists

SOPs - Why have them ?

- Efficiency
- Consistency
- Quality
- Enables regular evaluation / audit
- Reduction of errors / continued evolution of SOP
- Reduction of risk to the participants / patients
- Facilitates training

SOP styles

- Checklist
- Hierarchical steps
- Linear flow chart
- Branching flow chart
- Annotated pictures

Styles 2

- Click to edit Master text styles

Printable Travel Checklist

- Second level

Travel Preparation

- Renew/Check Passport
- Insurance: Trip Cancellation/Medical
- Change Money
- Arrange Pet Care
- Arrange Child Care
- Confirm Tickets
- Order special air meals
- Get Maps
- Make a travel meal
- _____
- _____
- _____
- _____
- _____

Destination Vaccinations

- Cholera
- Hepatitis
- Malaria
- Meningitis
- Yellow Fever
- _____
- _____
- _____

Core Vaccinations

- Polio
- Tetanus
- Typhoid
- Typhus
- _____
- _____
- _____

Home Preparation

- Pay bills & utilities
- Put valuables in safety deposit box
- Unplug Electronics
- Turn down heat
- Turn off water
- Empty Trash
- Clean Home
- Plant Care
- Wash Clothing
- Empty fridge of perishables
- Forward or hold Mail/Newspapers/Magazines
- Prepare/Update will
- Install/recharge batteries
- Cut Hair
- Visit Dentist
- Set lighting timers
- Arrange neighborhood watch
- Give keys to a friend
- _____
- _____
- _____
- _____
- _____

Tickets

- Airline Tickets
- Bus Tickets
- Cruise Tickets
- Train Tickets
- Rental Car
- _____
- _____
- _____

Money & Documents

- Passport
- Visas
- Vaccination Certificate
- Health Insurance Cards
- Travelers Checks
- Cash
- Emergency Money
- Credit Card
- Debit Card
- Drivers License
- Personal Identification
- Emergency Address List
- Birth Certificate
- Marriage License
- Documentation Photocopies
- _____
- _____
- _____
- _____

Other

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

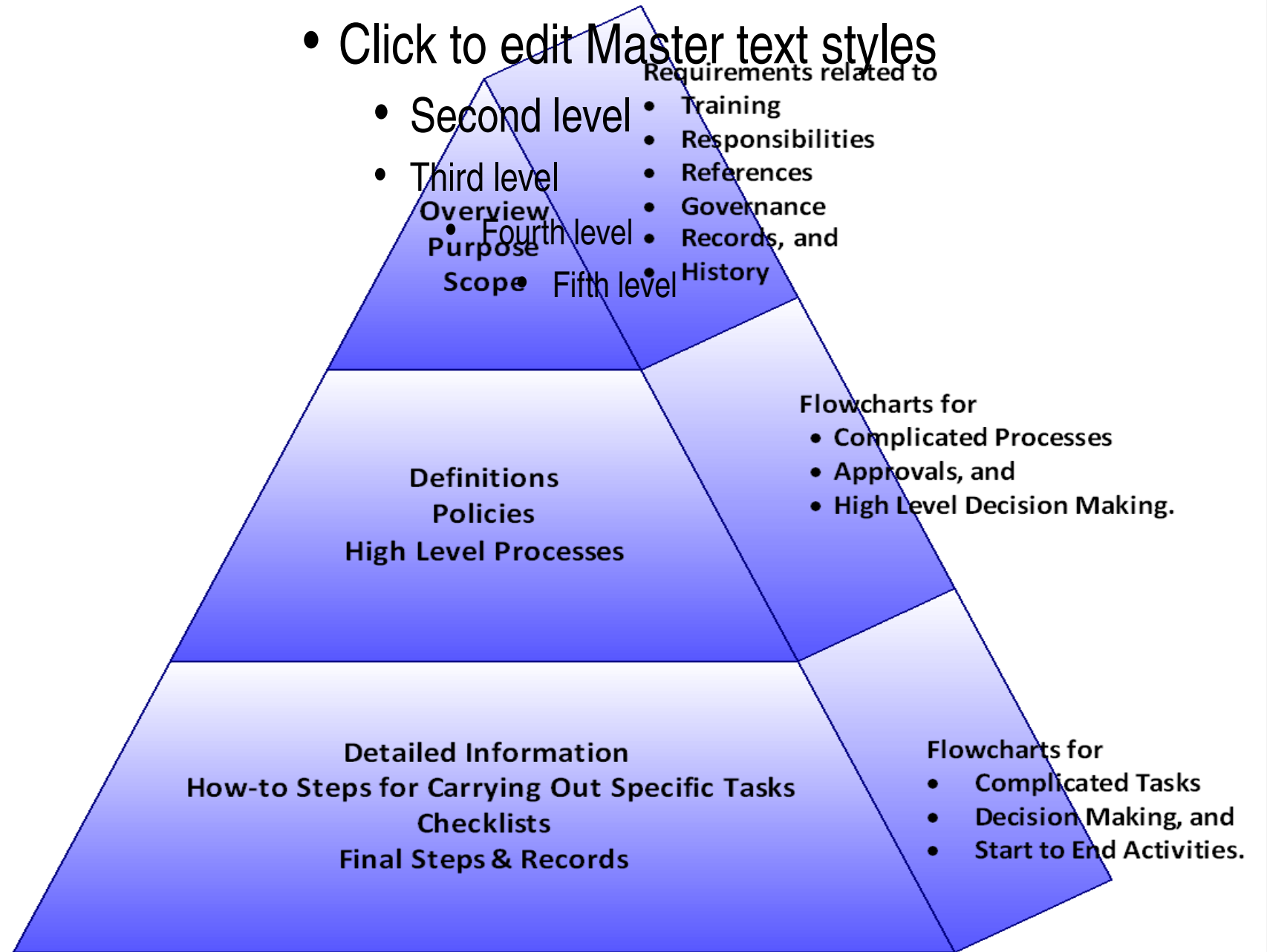
- Third level

- Fourth level

- Fifth level

Styles 3

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Tiered Structure of a SOP

Styles 4

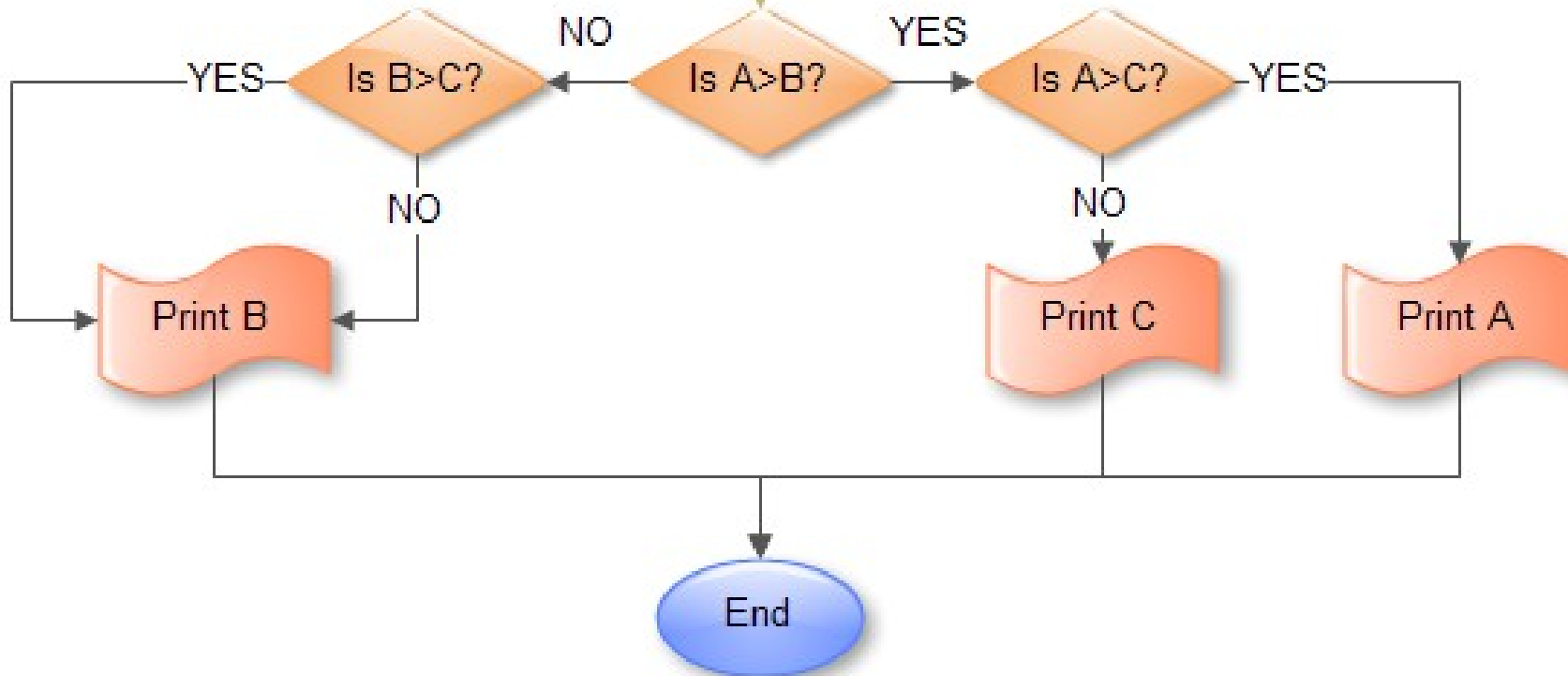
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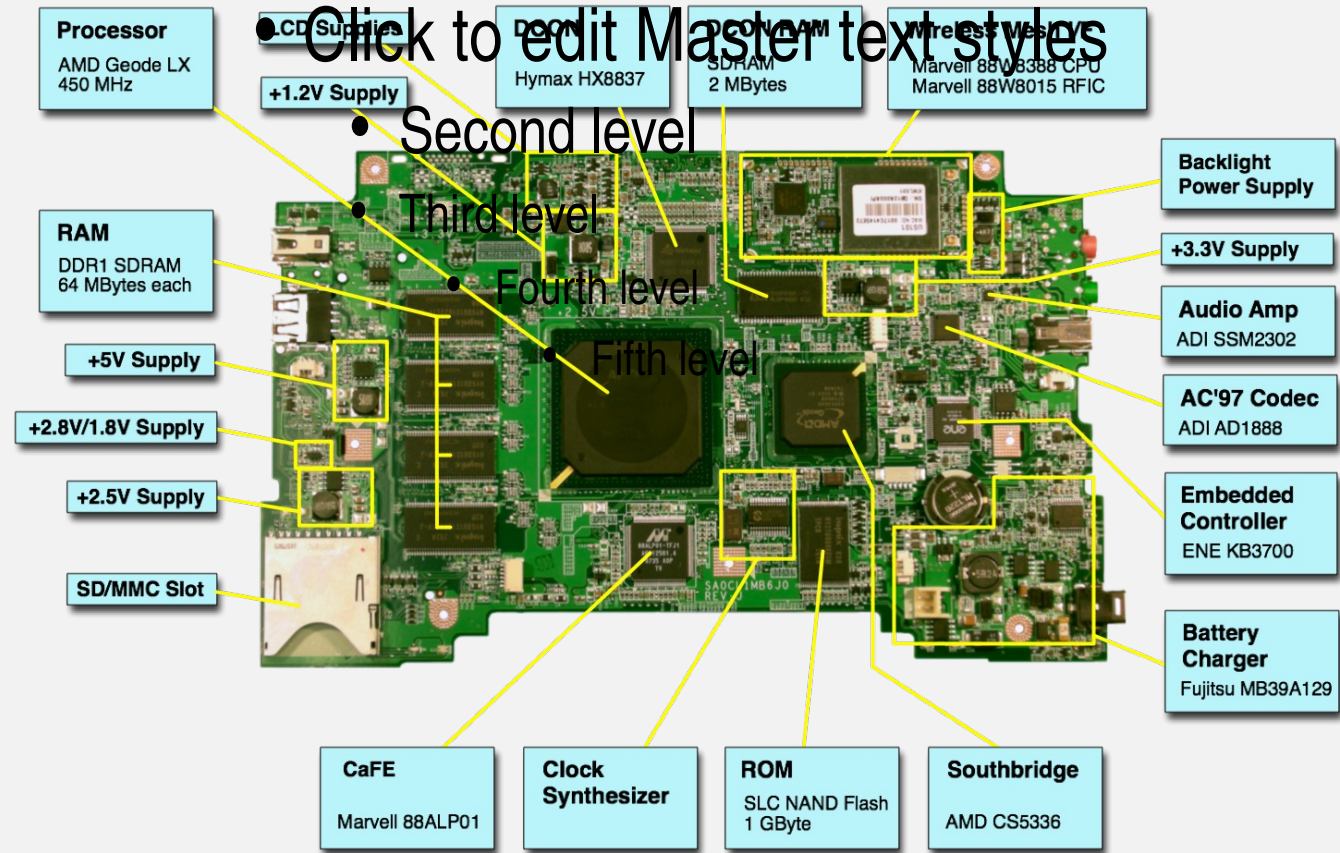
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- Fourth level

- Fifth level



SOP - Annotated images



SOP - How are they initiated?

- Identify area of concern / priorities
- Identify key personnel
- Development team => draft
- Team ownership => adoption
- Approval
- Training / education of key personnel
- Implementation
- Review

SOP - Deviations

- Irrelevant
- Inappropriate / Difficult to use
- Inaccessible
- Individual :
 - Defiance
 - Know better
 - Time consuming
 - Don't agree with aims
 - Personality types

SOP - Compliance

- Ownership
- Appropriate SOP style
- Leaders
- Empower all team members
- Education

- Consequences of non-compliance

SOP

Pitfalls

- 10 – 12 steps only
 - any longer then you should consider dividing it into sub-task SOPs
 - Logical
 - User friendly
 - Available
 - Accurate / evidence based
- logical

Initiation / Implementation

- Process can be daunting
- Time / Resource implications
- Defined
- Guard against procedural shift

SOP cycle

- Click to edit Master text styles

- Second level
- Third level
 - Fourth level
 - Fifth level



How are we doing with WHO?

- Origins
- Adoption universal
- Implementation styles vary
- Education
- Custodian
- Review
- Cultural change

Changing Culture

- Reduced never events?
- Increased reporting of Critical incidents
- Team empowerment

Aims

- Safety
 - Quality
 - Efficiency
-
- Then SOPs can help!

Thank you

Ref:

- 1) Collins English dictionary
- 2) Int. Conf. on Harmonisation
- 3) Ispatguru.com
- 4) Squalifox.com
- 5) Edrawsoft.com