Consultant-led telephone triage: Advice worth waiting for?

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Background

• Unplanned admissions increasing

• Benefit of senior clinicians being involved earlier—prolongs referral process?

• Western Sussex Foundation trust
  – St. Richard’s hospital—Nurse-led
  – Worthing hospital—Consultant-led
Aims

1. Assess the difference in the average call duration

2. Assess the difference in admission avoidance
Method

• January 2012 – December 2012

• ‘One-call’ database- single point of access

• Exclusions
  – DVT referrals
  – Not referred via ‘One-call’
  – No outcome recorded
Average total call duration (i)

Type of telephone triage

Average time (mins)

Nurse-led Consultant-led

Average waiting time
Average total call duration
Average total call duration (ii)

Average time (mins)

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<thead>
<tr>
<th>Hospital</th>
<th>St. Richard's</th>
<th>Worthing</th>
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</thead>
<tbody>
<tr>
<td>Average waiting time</td>
<td>2</td>
<td>4</td>
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<tr>
<td>Average call duration</td>
<td>8</td>
<td>8</td>
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</table>
Admission avoidance (i)

Percentage of GP referrals

Type of telephone triage

- Nurse-led
- Consultant-led

Alternative pathway
Admitted
Admission avoidance (ii)

Percentage of GP referrals (%)

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<tr>
<th>Hospital</th>
<th>St. Richard's</th>
<th>Worthing</th>
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<tr>
<td>Alternative</td>
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<tr>
<td>Admitted</td>
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- St. Richard's: 80% Admitted, 20% Alternative
- Worthing: 80% Admitted, 20% Alternative
**Discharge <6h**

- Nov 2011 – Oct 2012

<table>
<thead>
<tr>
<th>Main type of telephone triage</th>
<th>Type of admission</th>
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<tbody>
<tr>
<td>Non ED</td>
<td>ED</td>
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<tr>
<td>Nurse-led</td>
<td>999</td>
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<tr>
<td>Consultant-led</td>
<td>146</td>
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Observations/ Limitations

• ‘One call’ in early stages

• ‘Alternative pathway’ patients- admitted within 7 days?

• Worthing site- Spilt geriatric and medicine take- spread the work load
Conclusion

- Consultant-led telephone triage calls slightly longer than nurse-led telephone triage calls

- Admission avoidance was markedly higher with the Consultant-led triage calls
References


Any questions ?