
A user guide to the ENT UK 2WW telephone triage service evaluation

Thank you for your interest in the ENT UK 2WW telephone triage service evaluation.

Please find the latest version of all relevant documents here: <https://entintegrate.co.uk/entuk2wwtt>

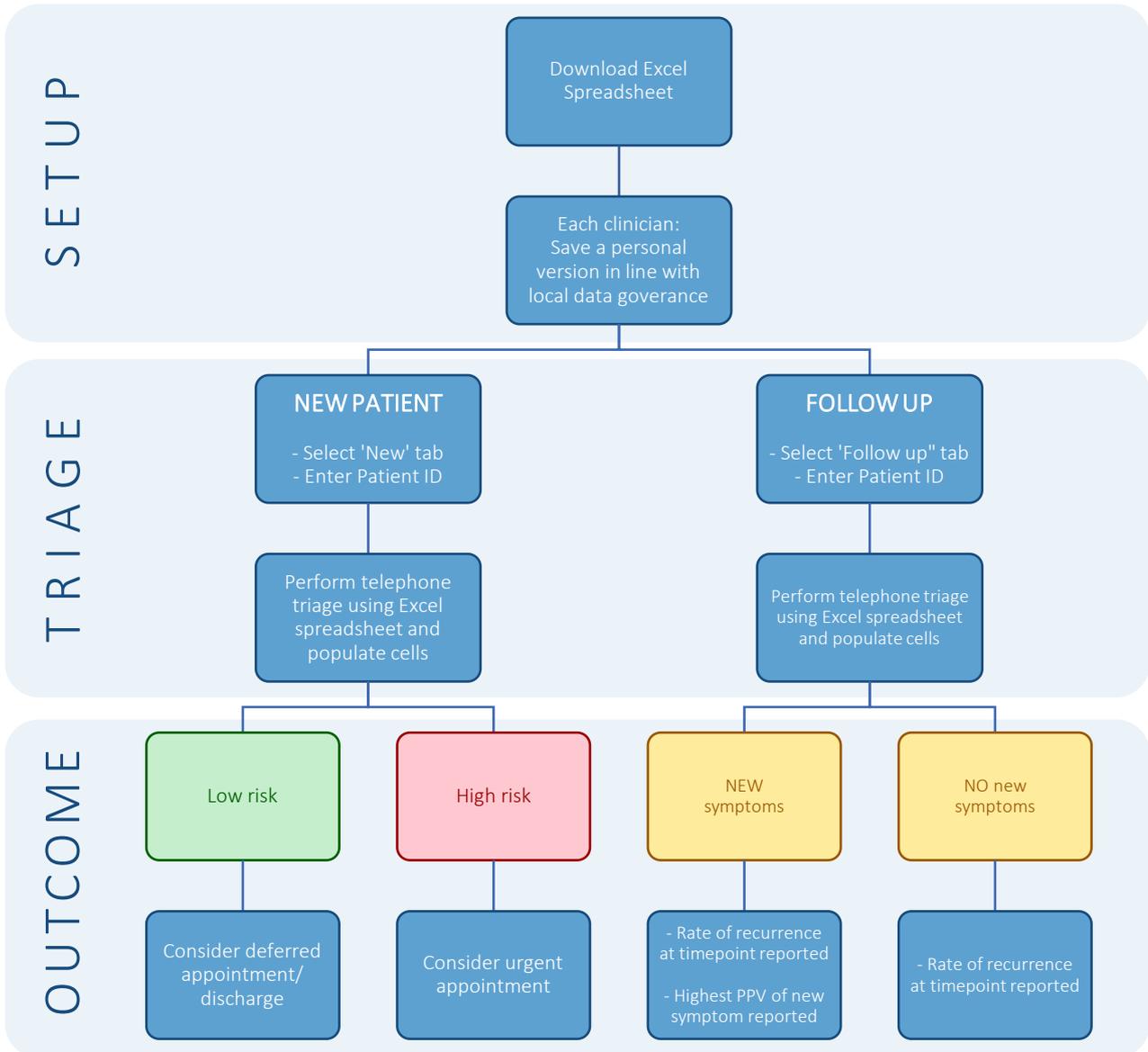
Email 2wwtt@entintegrate.co.uk for support.

You can start using the tool immediately but will not be able to submit any data to the project management team until local approvals are in place.

Key steps to get started

- Download and save a personal copy of the Excel spreadsheet, in line with local data governance (links above).
- **Each clinician should take responsibility for their own spreadsheet.**
- Multiple Excel spreadsheets can be amalgamated at the end of the Telephone Triage period, before submission of any data.
- **This Triage Tool is a decision aid. You should use your clinical judgement at all times.**

Flowchart



Notes:

- Clinician should use clinical judgement, alongside the result from the triage tools, when advising the patient of the recommended outcome.
- Patient preference should be recorded. Some may decide not to attend for face to face consultation even if recommended. Others may be very anxious and warrant face to face review for reassurance.
- Record both clinician and patient views, alongside the outcome from the discussion.

New patients: Suggested script

Introduction:

You have been referred to us by your doctor with a suspected head and neck cancer. Owing to the coronavirus pandemic, we are trying to reduce unnecessary hospital visits for outpatient appointments to prevent the spread of the infection. We have therefore converted your appointment into a telephone consultation. I will be asking you a series of questions about you and your symptoms, after which I will estimate the probability of head and neck cancer in your case. This will be done using a risk calculator that we have created from over 10,000 UK patients. We will then decide together whether we should see you in a face to face clinic appointment.

[Perform consultation using calculator]

Outcome:

Low risk (If the outcome box is GREEN):

The risk calculator suggests that people with your type of symptoms have a very low probability of a cancer in the head and neck region. By not being seen in clinic, the chance of missing a cancer in people such as yourself is less than 2%.

Either :

We would therefore recommend bringing you in for a consultation once the pandemic issues have settled.

Or:

We would therefore recommend discharging you.

Or:

I still have clinical concern and would recommend we arrange an urgent appointment to see you in clinic.

High risk (If the outcome box is RED):

The risk calculator suggests that people with your type of symptoms might have a higher risk of a cancer in the head and neck region.

Either :

We would therefore recommend we arrange an urgent appointment to see you in clinic.

Or:

However, I don't have much clinical concern and would therefore recommend bringing you in for a consultation once the pandemic issues have settled.

Follow up patients: Suggested script

Introduction to decision tool

You are under follow up for your previous cancer in the head and neck region.

Owing to the coronavirus pandemic, we are trying to reduce unnecessary hospital visits for outpatient appointments to prevent the spread of the infection. We have therefore converted your appointment into a telephone consultation.

I will be asking you a series of questions about you and your symptoms to help us decide if we need to see you in clinic.

Information from over 5,000 consultations have been used to help inform this decision.

[Perform consultation using decision aid]

Outcome:

Clinical Judgement

Taking everything into account:

Either :

We would recommend bringing you in for a consultation once the pandemic issues have settled.

Or:

I think you would benefit from being reviewed face to face, so I would recommend we arrange an urgent appointment to see you in clinic.

Process for obtaining local approvals

- Identify a Consultant at your trust who will take responsibility for the project at your hospital. This person will be known as the '**lead consultant**'.
- Identify one member of clinical staff who will be responsible for collating the data and submitting the anonymised data to the project management team. This person will be known as the '**site lead**'. This may be the same person as the lead consultant.
- Register your interest in participating here: <https://forms.gle/hLtLSY6zHuMhktDq9>
- Identify clinical staff who will be performing telephone triage and inform them of the project and procedures.
- Register the project with your local Clinical Governance Department responsible for the conduct of local service evaluations. This may be done by the lead consultant and/or the site lead.
- Data collection can begin in anticipation of local approvals, but data cannot be submitted to the project management team until local approvals are in place.
- You may have rotated away from your trust when the follow up data is due to be collected. Please ensure you hand over appropriately to ensure the service evaluation is completed.

Troubleshooting

The 'Results' section is empty

Please some data to activate the row.

The 'Results' section isn't giving me an answer

Not all of the triage questions have been answered. Results will only be given when all relevant fields are completed.

I can't copy and paste data in the sheet

The 'Results' column(s) is protected so can't be overridden. You can copy and paste all the other data but will have to do it in two 'halves', either side of the 'Outcomes' box.

Final steps

Follow up data collection

6 months after the triage period has concluded, we'll ask you to contact the patients' GPs to see if the patients have developed H&N or oesophageal cancer since the triage was performed. This outcome is entered onto the eCRF data collection tool in the final column.

Amalgamating multiple Excel files

If you have used more than one file, you can copy and paste the data into a single document for submission. However, you can't override the 'Outcomes' box as it is protected. So the data must be copied in two 'halves': everything to the left of the outcomes box and everything to the right of the outcomes box.

Any problems, please email 2wwtt@entintegrate.co.uk for support.

Submission

Once follow up data has been recorded, and local approvals are in place, please remove the patient ID and submit the Excel file to the email address provided.