

IN A MULTI-ETHNIC ENVIRONMENT IN THE UK LESS THAN 50% OF THE POPULATION CAN USE TELEPHONE CONSULTATION

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Aims: Homerton University Hospital is in Hackney East London and has the most ethnically diverse population in England and Wales. We set up a nurse led telephone triage service (tSTT) to offer lower GI endoscopy to all patients referred on an urgent basis (2 week wait – 2WW) irrespective of their ethnicity.

Methods: The first triage phone call for tSTT was an administrator step confirming the patient could be contacted and communicate appropriately in English. If successful, then an appointment time for a nurse telephone triage consultation was confirmed. The tests available for triage were flexible sigmoidoscopy, colonoscopy and OGD.

Results:

- 285 referrals received
- 40% went straight to OPD
- 17% unable to communicate in English
- 6.7% unable to contact
- 8.5% unsuitable –mental health issues
- 6.6% needed physician assessment before investigation for clinical reasons

Discussion: In a multi-ethnic, multilingual population telephone triage model of care could be predicted to reduce face to face clinic consultations by 40% or less

