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Background

- NHS England standards state families of children with cardiac problems will have ongoing access to a children's cardiac specialist nurse telephone advisory service.
- Currently little published information available describing the workload associated with delivering this service.

Aim

- Review documented phone calls from families received by Health Care Professionals (HCP) working in cardiac services in a tertiary children's hospital.

Identify:

- Number of calls
- Which services receive the calls
- Nature of the enquiry
- Time spent on telephone enquiries

Method

- Self-report data collection tool developed to record calls received by HCP across the cardiac department (24hrs/day, 7days/wk)
- Data analysed using descriptive statistics & thematic analysis.
- Registered on a local Governance database

Results

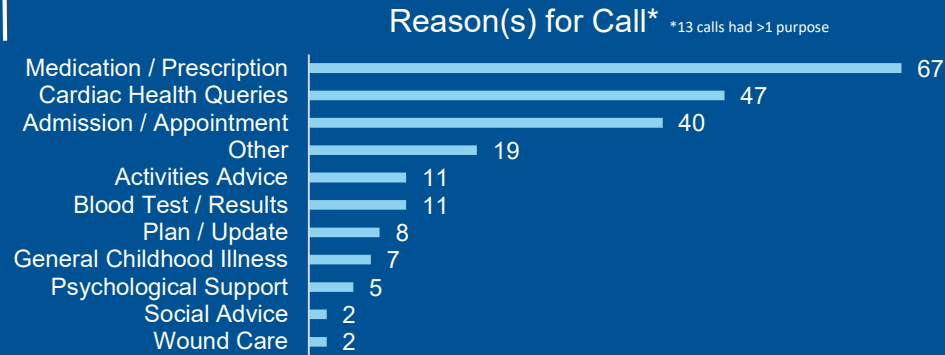
- Data collection over 46 days (April-June 2018)
- Total number of calls received from parents = 206
- Across all HCP groups 21 hours were spent taking phone calls. Main reasons for call were medication /prescription issues (n=67), health concerns potentially related to heart condition (n=47), Admission or appointment enquiries (n=40).
- Amongst medication calls were serious examples surrounding parental understanding, dose queries and administration error.

Conclusion

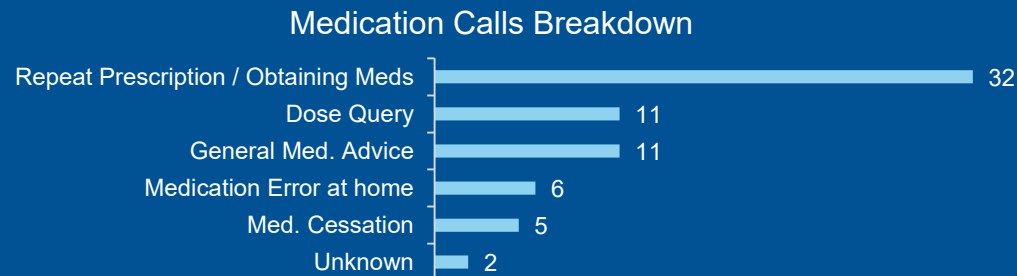
- High volume of calls to cardiac services. Currently no data on the time spent resolving queries.
- Phone calls related to prescriptions/obtaining medications /dose are the most prevalent and require timely action
- Further research is required on parental and health care professional perspectives



1/3rd calls received related to medications / prescriptions

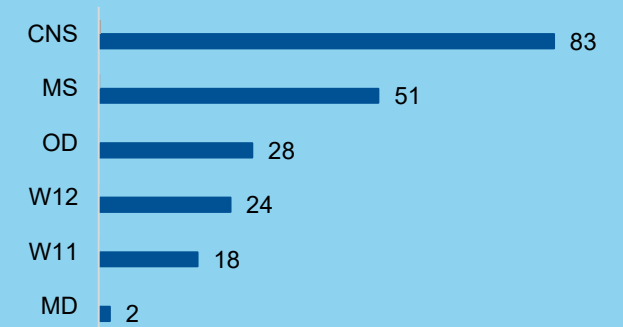


Greatest issues were repeat prescriptions / obtaining medication, dose queries / advice

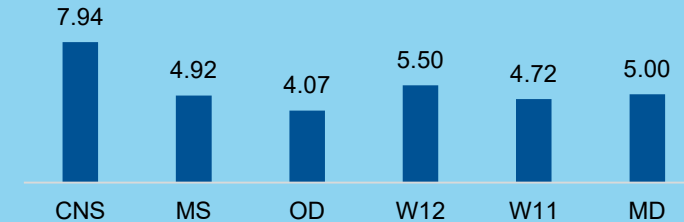


Many significant safety issues identified which required timely attention and advice

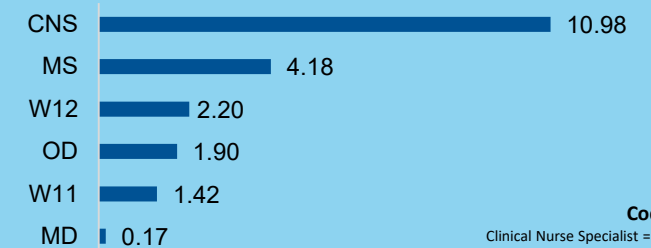
Total Number of Calls Recorded = 206



Average Call Length: 6.07mins (1-37mins)



Total Time Spent on Calls: 20.85 hrs



Codes
 Clinical Nurse Specialist = CNS
 Medical Secretary = MS
 Outpatient Department = OD
 Ward 11 = W11
 Ward 12 = W12
 Medical Team = MD