

Oncology/Haematology 24 HOUR TRIAGE Rapid Assessment and Access Tool Kit

When used correctly by competent staff the tool improves patient safety and care by ensuring that they receive a robust, reliable assessment every time they contact a helpline for advice. The evidence-based assessment tool promotes a consistent quality. Management and advice is appropriate to the patients' level of risk.

It ensures that those patients who require urgent assessment in an acute area are identified and that action is taken, but it also identifies and reassures those patients who are at lower risk and may safely be managed by the primary care team or a planned clinical review and avoid unnecessary attendance.



Training

We would **strongly advise** that any area wishing to implement this triage process establish a robust training and competency assessment programme. A competency assessment framework is included in the triage booklet and you are welcome to use the training slides provided on this page.

Train the Trainer Days...we will be announcing two dates in the new year when The UKONS Central West Chemotherapy Nurses Group will facilitate training.

This day will be free to UKONS members and a small cost to non members...further details to follow.



Audit

You can download an access database for use with the tool.
www.greatermidlandscancernetwork.nhs.uk
Chemotherapy page, Helpline Audit Tool.

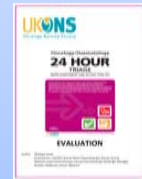
Evaluation

A review of 500 triage sheets and 134 questionnaires gathered data on reasons for calls, action taken, and quality of assessment, user satisfaction and reliability.

Evaluation was extremely positive, there were no reports of adverse events or concerns relating to the use of the tool and pilot sites continue to use it.

Please feel free to download the full evaluation document for an explanation of the development, pilot and evaluation results.

Yes... We are looking at developing an electronic tool.
Yes... We are adapting it for use by primary care teams.
Yes... We are developing a patient information alert leaflet.



evaluation final version.pdf

The UKONS Central West Chemotherapy Group

We are happy to share this work. Our primary aim was to develop a tool that could be used widely and be accepted as a standard process.

It should be used correctly at all times by staff who have been trained and assessed as competent.

We recommend that you order copies of the tool kit from the printers links below, we do not support any changes to the tool kit nor are we able to provide it in a PDF or a printing format.

We will not be making any charge for the tool kit and will not be involved in any printing arrangements.

Telford Repro
Hadley Park
Telford
Shropshire
TF1 6QJ

Peter Llewellyn
peter@telfordrepro.co.uk
Tel 01952 670211