



NHS 111 Clinical Team Leader Audit Tool

Call ID	3653577
Date of Call	11/03/2016
Veritel ID	
Date of Audit	11/03/2016
Type Of Audit	<u>CTL Audit</u>
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Auditor Name	<u>Gillian Cunliffe</u> YAS\Gillian.Cunliffe

NHS Pathways Call Audit Tool

1.1 Clinician introduces themselves by name and location	<u>Full or NA</u> Introduced self by name and site.
1.2 Clinician rapidly establishes the reason for the concern Uses clarifying/reflective statements and allows sufficient time for the Person seeking the advice to respond	<u>Full or NA</u> CH provided call reason, age and outcome reached. Reflected back main symptoms for clarity.
1.3 Establishes a rapport with the person seeking the support Provides reassurance that seeking the support was appropriate action. Utilises opportunity to support the learning of the person seeking advice	<u>Full or NA</u> Rapport quickly established.
1.4 The Clinician effectively controls the call Avoids unnecessary repetition and offers advice in a clear informative manner avoiding jargon	<u>Full or NA</u> Concentrated upon the ABC's to focus case and ensure safety.
1.5 The Clinician is polite and professional throughout	<u>Full or NA</u> Polite and professional during call.
2.1 Establishes patient safety when necessary ensuring there is not an unnecessary delay to the	<u>Full or NA</u>

patient e.g. 999

See above 1.4

3.1 Critical thinking Patient age main symptom and duration severity if appropriate reason for concern Pathway used

Partial

Patient age, symptom and duration considered during decision making process, Pathway used not discussed.

3.2 Clinician establishes the reason for the call symptom based or health information call

Full or NA

See above 1.2 information provided by CH.

3.3 Utilised appropriate questioning skills to gain information from the call handler/ clinician

Full or NA

Probed relevant issues such as nature of pain if worse on movement, breathing etc.

3.4 To refer to pathways, establish the crucial questions, utilise supporting information, if required, to support decision making. Use solo to guide you through the pathway

Full or NA

Not required.

3.5 Determined what service or treatment or care the patient required

Full or NA

Determined further probing required into symptoms.

3.6 Gained an accurate understanding of what has led to the call handlers/ Clinicians concern

Full or NA

CH checking R2 response as young adult reporting chest pain.

4.1 Correct outcome reached for the patient if referred this is clinically indicated Clinical knowledge & negotiation skills demonstrated/ evident outcome congruent with symptoms

Full or NA

Appropriate outcome reached for symptoms described. see 4.2.

4.2 Clear advice on next steps given to the person seeking support. The person seeking support is left in no doubt as to what actions to take clinician clarifies receivers understanding

Full or NA

Advised to pass case to clinician queue.

4.3 Adheres to relevant local & statutory policy/guidelines/professional codes of conduct sop's possible call audit required

Full or NA

4.4 If issues related to the call handler/clinician practice are identified were appropriate actions taken. Record on datix discussed with individual team manager notified development plan put in place

Full or NA

N/A

4.5 Demonstrates throughout the call that they were aware of the scope of their role and role boundaries

Full or NA

4.6 If any performance issues related to the call handler/clinician requesting advice advised them of any escalation/actions that would be taken

Full or NA

N/A

Pathway Total:

97

Pathway Grade:

Pass

Send a copy to Clinician Team Leader

