

**Standard Operating Procedure (SOP)**

SOP Title	<b>EPAS Telephone Consultation</b>		
SOP Number	054		
Care Group	Women and Children's		
Version Number	2		
Effective Date	9 <sup>th</sup> September 2024	Review Date	September 2027
Author	Kerry Redge, Lead EPAS Clinical Nurse Specialist		
Approved by	Gynae Clinical Governance		
Approval date	9 <sup>th</sup> September 2024		
Distribution	Women's Services		
Location	EPAS		

Document Control				
Version	Date	Author	Status	Comments
1	19 <sup>th</sup> July 2019	Alex Keene	Live	New operating procedure
2	9 <sup>th</sup> Sept 2024	Kerry Redge	Live	Full review- no changes

SOP Objectives	<ul style="list-style-type: none"> <li>To provide a systematic and consistent approach when documenting telephone consultations with women and/or families.</li> <li>To provide information for specialist EPAS nurses as to where and how telephone consultations will be documented.</li> <li>To provide guidance on the storage of telephone contact documentation.</li> </ul>
Scope	<ul style="list-style-type: none"> <li>This SOP applies to all staff that may have telephone consultations with women and or/families when they make contact with EP services</li> </ul>
Performance Measures	

**Telephone Consultation Card**

Date:	Time of call:	Location:	Code: EPASTC <input type="checkbox"/> EPASSC <input type="checkbox"/>
Name:			
Unit Number:			
DOB:			
Consultant:			
Primary reason for calling:	Abdominal pain		
	P.V. Bleeding		
	Management Plan		
	Post Miscarriage/Ectopic		
	Referred Via private scanning		
	Unwell/Other		
Advice given:			
Additional telephone calls:			
Additional telephone calls:			
Plan (Please Tick)	Attend GATU Immediately	<input type="checkbox"/>	
	Open Access	<input type="checkbox"/>	
	Appointment Epas	<input type="checkbox"/>	
	Referred to GP	<input type="checkbox"/>	
	No further Action	<input type="checkbox"/>	
Print name:	Signature		

Number	Brief	Responsibility
1	<ul style="list-style-type: none"> <li>• Telephone consultations only includes ladies who are given information/advice that replaces face-to-face communication in EPAS such as: <ul style="list-style-type: none"> <li>- Heavy P.V bleeding/Pain</li> <li>- Support</li> <li>- Advice following scan in ANC.</li> </ul> </li> </ul>	EPAS
2	<ul style="list-style-type: none"> <li>• Women who have had initial face-to-face consultation at EPAS PRH/RSH or who have been seen in ANC/GATU.</li> </ul>	EPAS/ANC/GATU
3	<ul style="list-style-type: none"> <li>• Telephone numbers are given to the patient on an EPAS card and are available on all leaflets.</li> </ul>	EPAS/ANC/GATU
4	<ul style="list-style-type: none"> <li>• Completion of the telephone triage card is required in order to make an agreed plan of care with the patient.</li> <li>• It is the responsibility of the EPAS nurse to complete and sign the form and define the plan of care.</li> <li>• Card must be filed in patient's notes.</li> </ul>	EPAS
5	<ul style="list-style-type: none"> <li>• Copy of telephone consultation to be given to Ward Clerk.</li> <li>• Ward Clerk to book appointment as 'out of session' under telephone consultation code.</li> <li>• If patient is under care of EPAS, book under the original referral.</li> <li>• If patient is under the care of ANC, book as a linked referral.</li> <li>• Complete with outcome.</li> </ul>	Ward Clerk