Ring Ring, Write It In!

If its worth saying, its worth writing

Eniola Adeyela
Hull Royal Infirmary

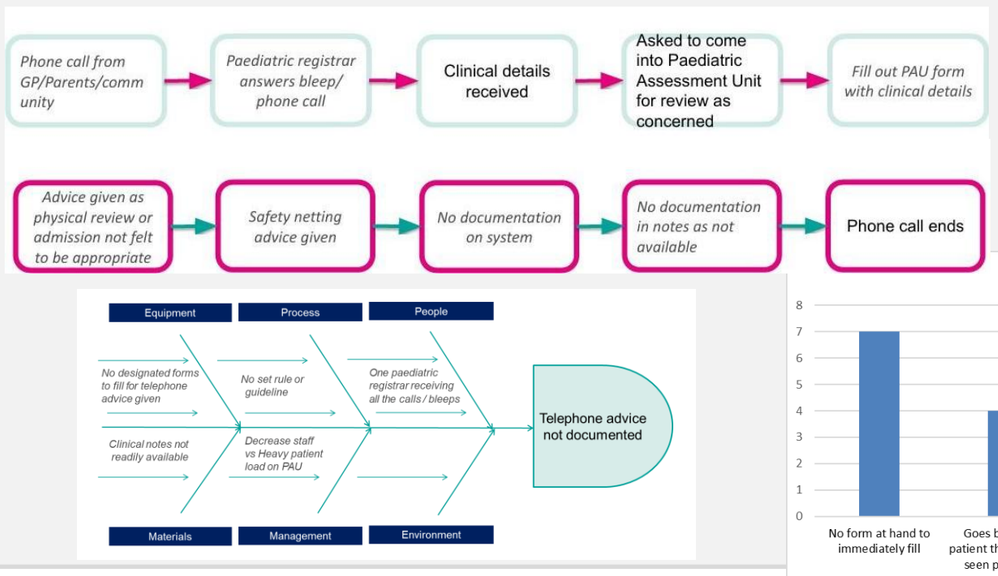
Hull University Teaching Hospitals NHS Trust

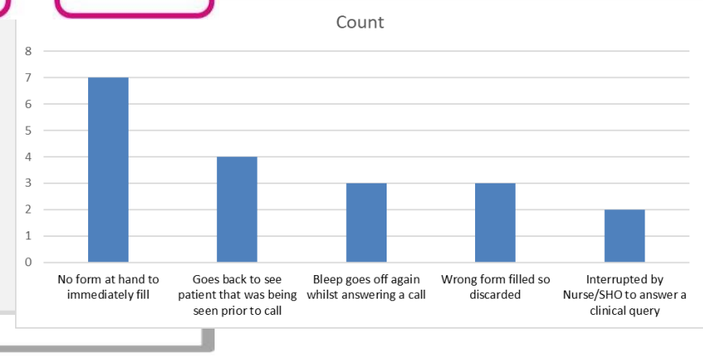
PROBLEM
Telephone advice given by the Paediatric team to parents, GPs, or community referrals is often undocumented. This leaves communication gaps, medico-legal risks, and lack of continuity of care.

BACKGROUND

On a typical shift on the Paediatric Assessment Unit, there are numerous & overwhelming phone calls from GPs, community & ED asking for advice or referrals. Not all these children are seen on the Paediatric Assessment Unit, and no records are made of these conversations when these patients are given advice over the telephone, and it is felt that a physical review is not required.

DIAGNOSTICS





AIM AND MEASUREMENT DEFINITION

By the end of August 2025, 8 out of 10 telephone advice given by the Paediatric team will be documented

Chosen measure: The number of telephone advice instances provided by the Paediatric team and clearly documented in patient notes. Score out of 2 for:

1. Telephone advice calls received by the Paediatric team during the timeframe.
2. Evidence of clear documentation of telephone advice to patient's electronic notes either directly or via designated paper forms.

Inclusions: All telephone calls from parents/GP/community where advice is given to them over the phone without the patient having to come into the hospital.

Exclusions: Telephone calls where the patient is asked to come in for review or assessment.

Sampling method and frequency: Random sampling of 20 telephone advice calls on the Paediatric Assessment Unit.

CHANGE IDEAS

Use of an extra blank sheet to fill telephone advice given on a separate form from PAU forms already in use for patients expected to come in for a physical review.

Trial of using of already existing PAU forms that is in use for patients coming in for physical review. To add on top of the form telephone advice given when advice has been given by person giving it.

Edit PAU forms that are in use on the Paediatric Assessment Unit to include space for telephone advice given with prompt on form to document any telephone advice given.

Verbal reminders given at morning handovers.

One on one daily reminders.

Re-design collection point for Telephone advice given PAU forms.

PDSA cycles

1 — **ABANDON:** Instead decided to trial using of already existing PAU forms that is in use for patients coming in for physical review. To add on top of the form telephone advice given when advice has been given by person giving it.

Use of an extra blank sheet to fill telephone advice given on a separate form from PAU forms already in use for patients expected to come in for a physical review

The blank sheet was not completed at all. Reason given was the shift had been too busy and hectic, that it didn't leave room for filling another paper -work in addition to all that was required to be done on the unit

Gave an extra blank sheet to the PAU registrar to use to record all telephone call advice given. Document number of cases where advice given was not documented with reason

2.1 — **ADAPT**: Seeing that there was a positive change with the use of forms already in use that the team was familiar with, I plan to adapt this to involve editing the PAU forms to include telephone advice given

Trial of using of already existing PAU forms that is in use for patients coming in for physical review. To add on top of the form telephone advice given when advice has been given by person giving it.

Noted that for two consecutive 12 -hour shifts with two different Paediatric registrars, the documentation of telephone advice given was very good with feedback given that it was easier to fill out as it was the same form that needed filling and it

Informed the Paediatric registrar at the beginning of the shift to use the already existing PAU forms that is in use for patients coming in for physical review. To add on top of the form telephone advice given when advice has been given by them.

2.2 — **ADOPT**: Continue with this change as it appears to be working. Add on further changes to strengthen positive change in behaviour

Edit PAU forms that are in use on the Paediatric Assessment Unit to include space for telephone advice given with prompt on form to document any telephone advice given

There was even better positive response with more telephone advice given by the Paediatric team documented on the forms provided

Edited the Paediatric Assessment Unit forms from source to include prompt and space for telephone advice given. Printed out copies and placed them on the unit to replace the previous forms

3.1 — **REPEAT**: Noted that a good number of the team are now familiar and aware of need for change. To trial this with a new set of colleagues on the Assessment Unit and observe documentation

Verbal reminders given at morning handovers

I observed response over two shifts and noted a consistently good documentation of telephone advice given. Same set of people doing the recording.

As part of the safety briefing and team initiatives part of the morning handover, I reminded the Paediatric Assessment team to document all telephone advice given on PAU forms.

3.2

To ensure that this change is further reinforced and a part of the Paediatric Assessment Unit culture and none of the documented forms are missing, to trial another change idea where I design a collection point for forms after telephone advice has been given with sticker reminders

One on one daily reminders

Continued good response in the documentation of telephone advice by the Paediatric team

Reminded colleagues working a shift on the Paediatric Assessment Unit to document telephone advice given on PAU forms

4

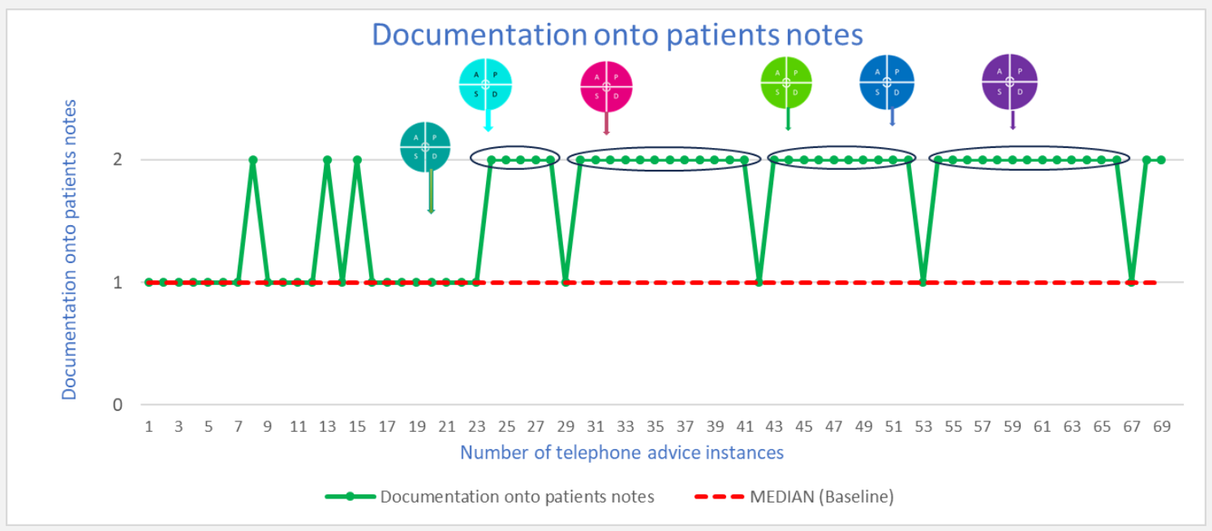
Continue with these changes made.

Re-design collection point for Telephone advice given PAU forms

It was observed that this further improved the documentation, collection and filing of telephone advice given on the unit ensuring none of these were missed out

I re-designed the collection point for the telephone advice forms given on the Assessment Unit with a large sticker reminder printed out to document and then file the forms at that collection point

RUN CHART



CONCLUSIONS

- My aim to increase the documentation of telephone advice given by the Paediatric team was met: Baseline = **1.5 in 10** After PDSA improvements = **9 in 10**.
- My aim of 8 out of 10 (80%) was achieved and surpassed as demonstrated by several runs of more than 6 data points above the median on the run chart following the introduction of change ideas.

REFLECTIONS & LEARNING

- The improvement model provided a structured, data-driven framework to test ideas gradually and focus on impactful changes.
- The process helped identify root causes, discard less effective strategies, and strengthen successful ones, showing how small, measured adjustments can lead to lasting improvements.
- Sustainability was a key concern, with efforts made to ensure permanent staff continue championing practice of telephone advice documentation after the rotation ended.

Acknowledgements:
Dionne Matthew (QIC Mentor) and the whole QIClearn team