

Freedom of Information Team
De La Court House
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Date: 21/02/2022





Ref: 21-22 522

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 18/01/2022. Please see responses to your requests below.

Has any research been conducted in the effectiveness of Telephone Consultations? If yes, to identify the Dept who conducted it and a copy of their questionnaire

Yes, the Trust has undertaken research into the effectiveness of telephone conversations in some departments.

Audit ID	Title	Date	Attachment
4701	Prospective Study on the Impact of Remote Consultations on Suspected Head and Neck Cancer Referrals - 2 Week Wait (2WW) consultations during COVID-19 pandemic	March 2021	No patient questionnaire used – review of internal data and outcomes from patient records.
4712	Dermatology COVID-19 Cancelled Routine Referrals: Triage Process	May 2020	 Audit 4712 Data Collection Tool.xlsx
4798	Post COVID-19 Virtual Service Provision: A review of clinical opinion	August 2020	 Audit 4798 Data Collection Tool.xlsx
4916	Audit of patients with breast symptoms dealt with via telephone consultation	March 2021	 New Microsoft Word Document.doc
4967	Effectiveness of Telephone Consultation of new patient presenting with dizziness to audiovestibular medicine	June 2021	No patient questionnaire used – review of internal data and outcomes from patient records
5179	Retrospective randomised review of the quality of the completed Labour line SBAR forms over the past 10 months	November 2021	 Audit 5179 Data Collection Tool.xlsx

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

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