Conducting initial telephone consultations in primary care: A Scoping Review

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Background

• Telephone consultations are increasingly used in primary care to deliver healthcare services to patients

BUT

• Lack of evidence for components, skills and training required to deliver telephone consultations in primary care

• AHP minimum standards (2015): services should provide 1-1 consultation in an appropriate timeframe, either face-to-face, by telephone or video
Background

• NHS Grampian MSK Physiotherapy service
• To explore patients’ and physiotherapists’ perceptions of outpatient MSK physiotherapy telephone assessments in order to inform the design of a training programme for physiotherapist
  – JBI Scoping review
  – Qualitative interviews (pts & Physios)
  – Expert Working Group (training program development)
Method

• Inclusion criteria:
  – Participants: any study focusing on any qualified healthcare practitioner working within primary care services
  – Concept: any initial telephone consultation within primary care;
  – Context: primary care within developed nations (very high human development)

A three step search strategy was adopted to include published and unpublished literature in English from 2002 to 2017.
Search strategy

• three step search strategy
  
  – Stage one: initial search of Medline and CINAHL using key words.
  
  – Stage two: 7 databases and simplified unpublished searches inc. Government DoH websites (9 countries) and health disciplines professional bodies (40 globally)
  
  – Stage three: reference lists of retrieved articles
Results

18 studies included:

- 144 healthcare practitioners (Nursing, AHP & medics)
- 55-1506 patients
- 5 countries (UK, USA, Netherlands, Australia and Denmark) in primary care settings
- Majority of the information gathered from text and opinion articles.

Extracted data were synthesised forming six components, seven skills and seven training requirements for initial telephone consultations.
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<th>TRAINING</th>
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Conclusion

• Mapped the evidence for components, skills and training for health professionals to conduct initial telephone consultations in primary care

• Findings have informed the development of a training package for initial telephone consultations in physiotherapy MSK out-patients
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