



Christie Clinical Outcomes Hotline Calls

5050 patients received chemotherapy treatment at The Christie between June and October 2014. Forty-three percent (N = 2,149) of these patients called the Christie hotline while on chemotherapy treatment, with levels of hotline usage varying by diagnosis (Fig. 1). During the same period an additional 876 patients, not currently on chemotherapy, called the hotline. The average age of patients calling the hotline while on treatment was 60 years which is also the average age of patients on chemotherapy (Fig.2). There was no difference in usage of the hotline between patients from more or less deprived backgrounds (Fig. 3).

Key Message

Almost half of Christie patients currently having chemotherapy ring the hotline.

Volume of calls

The hotline received almost 9000 calls June to October 2014 from patients currently receiving chemotherapy, approximately 2,000 calls per month. Eight thousand of the calls were first event calls.

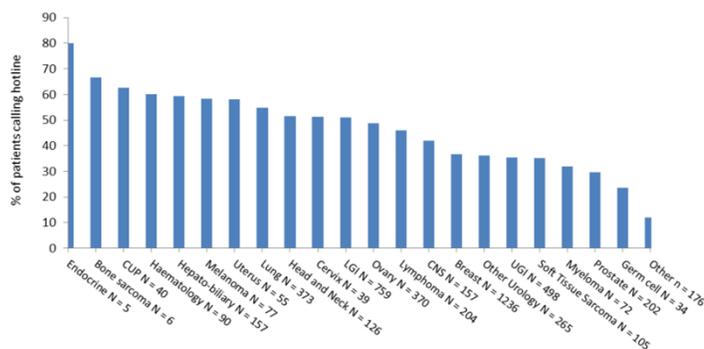


Fig. 1. Percentage of current chemotherapy patients calling the hotline by diagnosis. N = number of chemotherapy patients

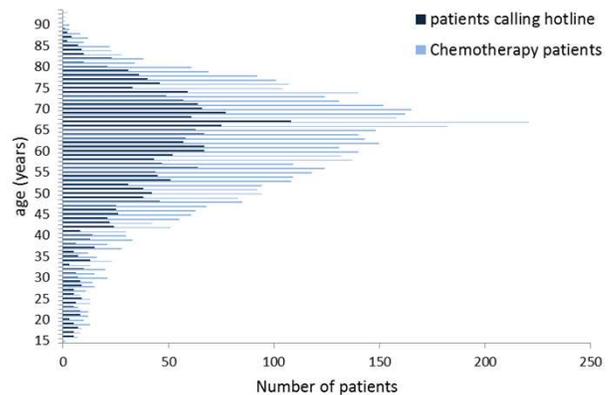


Fig. 2. Number of patients having chemotherapy and number of patients calling hotline between June and October 2014 by age.

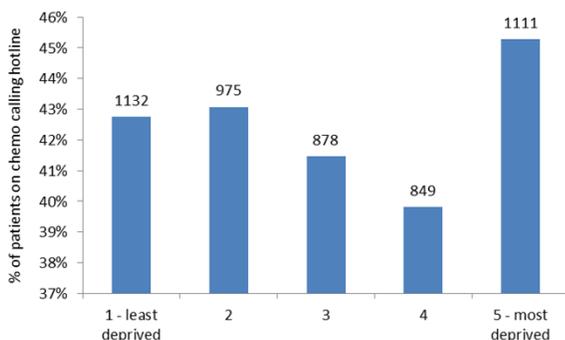


Fig. 3. Percentage patients having chemotherapy between June and October 2014 who called the hotline during the same period by sociodemographic status. Numbers above bars are numbers of chemotherapy patients.

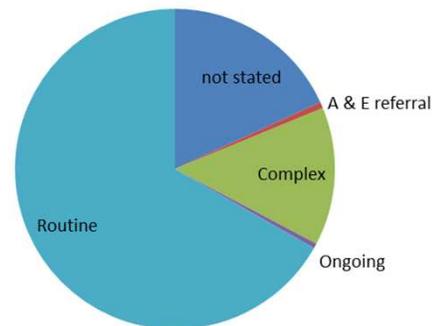


Fig. 4. Call types

Types of calls

The majority of hotline calls (67%) during June to October were routine (Fig. 4); less than 1% were via A&E referrals. Nine percent (N = 1300) of calls were not considered to be appropriate for hotline triage service. Individual diagnosis groups with rates of calls not appropriate for triage in excess of 20% during June to October were cervix and vulva, urology excluding prostate and upper GI (Fig.5).

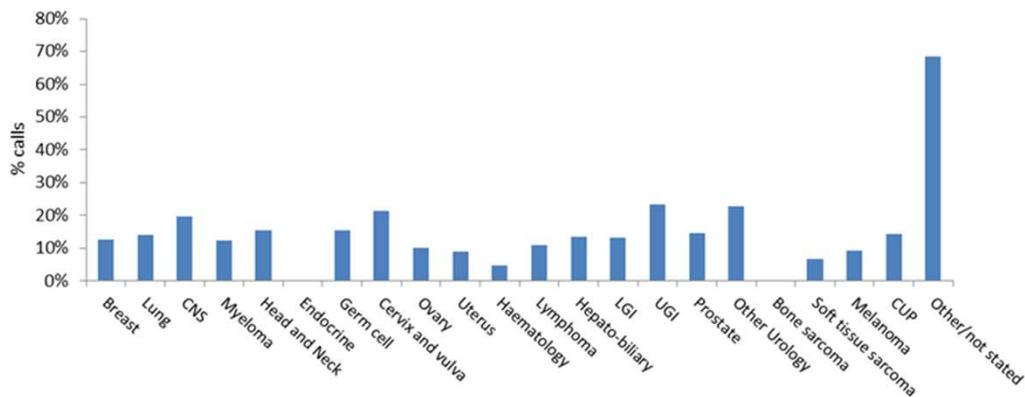


Fig. 5. Percentage of calls not appropriate for triage by diagnosis

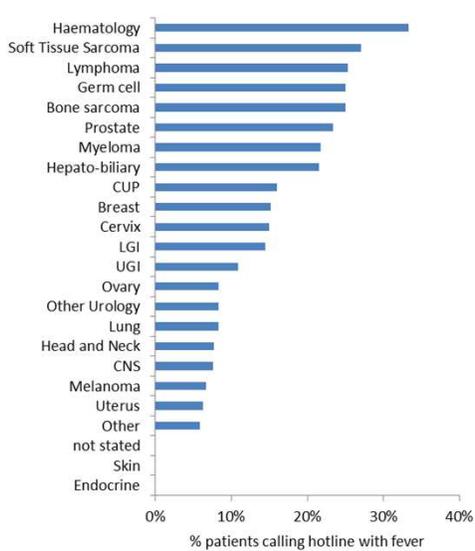


Fig. 7. Percentage of patients on chemotherapy calling hotline with fever by diagnosis

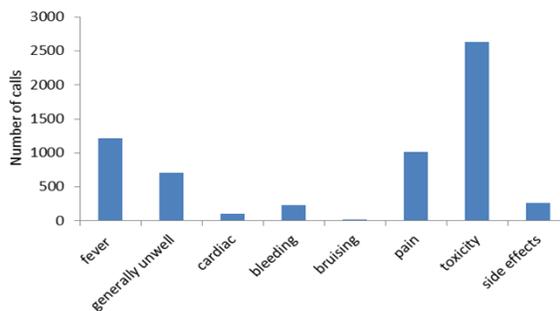


Fig. 6. Symptoms reported during calls. Some patients reported more than one symptom e.g. fever and pain.

Patient symptoms

Symptoms reported included pain, bleeding, toxicity and treatment side-effects. (Fig.6). Fourteen percent of calls were related to fever although the proportion of patients calling with fever symptoms varied by diagnosis (Fig. 7). Of calls associated with fever, 20% patients also reported having taken paracetamol compared with only 10% of calls not related to fever. The average temperature for patients calling with a fever was 38°C compared with 36°C for those with non-fever related calls (Figs. 8 and 9).

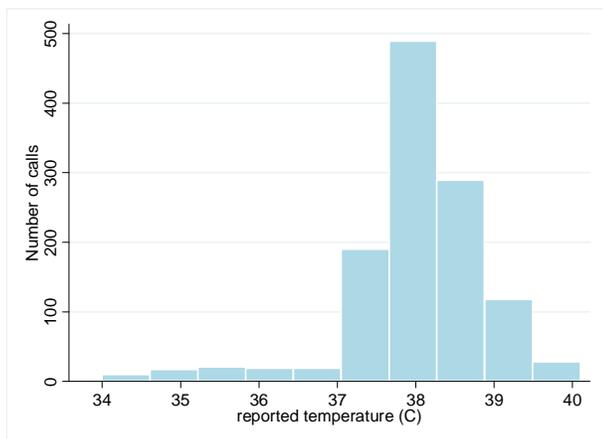


Fig. 8. Distribution of reported "present temperature" for patients ringing with fever.

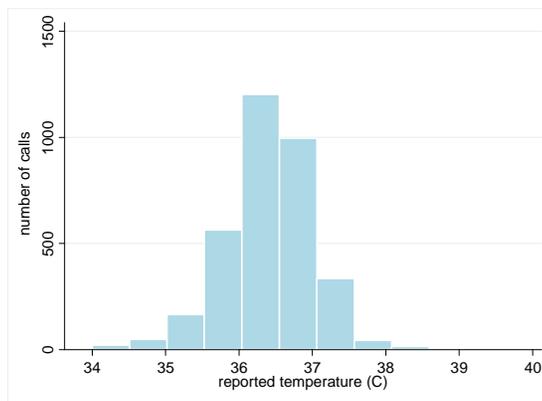


Fig. 9. Distribution of "present temperature" reported by patients ringing without fever.