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# 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A three step search strategy was adopted to include published and unpublished literature in English from 2002 to 2017.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  - Stage two: 7 databases and simplified unpublished searches inc.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

# Results

COMPONENTS	SKILLS	TRAINING
Beginning Assessment	Communication skills	Specific communication & listening skill training
Timing	Listening skills	Training standards
Documentation	Empathy & rapport	Observation period
Assessment Methods	Clinical experience	Training package
Subsequent Actions Following Call	Evidence based practice	Training duration
Legal Requirements	Enhanced skill-set & multi-tasking	Competency assessment
	Legal skills	Under-graduate & post-graduate curriculum & training

# 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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