

D Ahmed, D Eapen¹, B Burmeister¹, P Parnell², A Brain², R Pal²
Oxfordshire Deanery GPVT Scheme¹ Oxford University Hospitals NHS Foundation Trust²

- Providing remote advice adjusts patterns of paediatric referrals and reduces ED attendances [1, 2]. Open Access (OA) telephone advice from our local hospital has been provided for 15 years (2008-2023) to support parents of children with chronic conditions (Long-Term-OA, 24/7) and those with acute conditions (Short-Term-OA, 24h-several days), permitting early discharge with Local OA-Team-Support (OATS)
- With added pressures of staffing and complex tasks, we sought to improve local access call-facility for parents, reduce nursing workload and ensure a safe clinical journey

Table: PDSA cycles

[1] Archives of Disease in Childhood, 2016;101:A104. Alviani C, Doran A, Hands C, *et al* G195(P) Development of a paediatric telephone advice service for general practitioners in a District General Hospital setting

[2] BMJ Open, 2020;10:e032043. doi:10.1136/bmjopen-2019-032043. Egan M, Murar F, Lawrence J, *et al*. Identifying the predictors of avoidable emergency department attendance after contact with the NHS 111 phone service: analysis of 16.6 million calls to 111 in England in 2015–2017.