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MOBILE PHONE BRIDGING THE GAP IN OUR SERVICES

Hypothesis / aims of study

The aim of our study was to audit a new service of a mobile phone available for Urogynaecology patients to call for advice.

Study design, materials and methods

Retrospective review of telephone calls to a mobile phone manned by an Urogynaecology nurse 9-5 Monday – Friday. We reviewed the frequency of the calls, their causes and also their impact on our service between January-April 2010.

Results

Total number of calls 232

January 69 patients
February 86 patients
March 100 patients

Reasons for the calls

Medical management	93
Post operative care	92
Postpartum care	20
Referral from other specialities	27

Breakdown of each reason

Medical	UTI	Bleeding	Pain	Vaginal discharge	incontinence	Ring pessary	medication	Results of tests
	7	7	5	4	6	31	8	25

	UTI	Bleeding	dilators	pain	discharge	Topical oestrogen	Back pain	colic	Urinary incontinence	Voiding dysfunction	constipation
re	4	4	2	18	10	3	7	5	20	1	18

Post partum	Bleeding	Pain	advice
	2	4	14

Interpretation of results

It seems that our new service is increasingly popular amongst our patients. The reasons why patients call the urogynaecology nurse are mainly for medical advice, postoperative care or post partum care.

Concluding message

This new mobile phone service is a way of continuity of care for our patients as it bridges the gap between surgery and the next follow up in clinic. It also reduces follow up appointments in our already busy outpatient clinics. We believe it is essential that patients have access to a professional advice regarding their postoperative care, the complex investigations and management care.

We are planning to measure the patients' satisfaction with the new service.

Specify source of funding or grant	No Funding
Is this a clinical trial?	No
What were the subjects in the study?	NONE