Universal Urgent and Emergency Care Clinical Audit Tool

CLINICIAN NAME:	
ADASTRA NO:	**DATE:**

CRITERION SCORING:
Criterion fully met = 2 ; Criterion partially met = 1 ; Criterion not met = 0
Score (0-2) for each criterion based on scoring rationale sheet, or note N/A

Universal Criteria		SCORE
1	Elicits REASON for call/visit	
	A. Clearly identifies main reason for contact	
	B. Identifies patient's concerns [health beliefs]	
	C. Accurate information e.g. demographics taken by Call Handlers	
	D. Gives a good explanation of the process	
2	Identifies EMERGENCY or SERIOUS situations	
	A. Asks appropriate questions to identify or exclude [or suggest] such situations	
	B. Appropriate use of ILTC protocols	
	C. Phrases questions in a way the caller can understand	
	D. Quickly establishes the need to respond to a serious or emergency situation and acts accordingly	
3	Takes an appropriate HISTORY (or uses algorithm appropriately)	
	A. Elicits significant contextual information (e.g. social history)	
	B. Identifies relevant PMH/DH [including drug allergy]	
4	Carries out appropriate ASSESSMENT	
	A. Face-to-face settings-complete examination of all relevant body regions documented	
	B. Targeted information gathering or algorithm use to aid decision making	
	C. Links findings to history	
5	Draws CONCLUSIONS that are supported by the history and physical findings	
	A. Constructs appropriate diagnosis or differential based on the history and findings to date/identifies appropriate 'symptom cluster' with algorithm use	
	B. Prioritises appropriately	
	C. Streams/Refers patient appropriately	
6	Makes appropriate MANAGEMENT decisions following assessment	
	A. Decisions conform to relevant clinical guidelines (with any exceptions clearly and correctly justified)	
	B. Practices in accordance with relevant code of conduct	
	C. Decisions are safe	
7	Correctly fills in appropriate DOCUMENTATION	
	A. Documents information clearly and legibly, following correct procedures and processes	
	B. Correct documentation and information given to the patient	
8.	Appropriate PRESCRIBING behaviour	
	A. Generics used [unless inappropriate]	
	B. Formula-based [where available]	
	C. Follows evidence base or recognised good practice	
9	Displays adequate SAFETY-NETTING	
	A. Clearly documents advice given about when to return/call back	
	B. Records advice given (worsening instruction)	

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Additional Criteria if Applicable		SCORE
10	Did the clinician address any potential SAFEGUARDING issues?	
	A. Do the notes demonstrate an awareness of safeguarding issues (where relevant)? B. If safeguarding issues were suspected was the patient referred to the appropriate service? C. If an injured child; did the clinician explore the possibility of intentional injury?	
11	Makes appropriate use of IT/Protocols/Algorithms	
	A. Adequate data recording B. Face-to-face/Call Handler use of IT tools where available/appropriate C. Clinician on telephone-appropriate use of support tools or algorithms D. Identifies discrepancies in information passed between clinicians if needed E. Appropriate referral to another service if required	
12	Displays EMPOWERING behaviour	
	A. Acts on cues/beliefs B. Involves patient in decision-making C. Use of self-help advice [inc. Patient Information Leaflets] D. Responds appropriately to caller requests for information	
13	Develops RAPPORT	
	A. Demonstrates good listening skills B. Communicates effectively [includes use of English] C. Demonstrates shared decision making D. Conducts themselves in a professional manner	
14	Satisfies ACCESS criteria where appropriate [info available]	
DATE AUDIT PERFORMED:		