

# Cancer Treatment Helpline (CTH) Algorithm

Patient calls CTH ► Call operator triages patient using UKONS toolkit

## UKONS Outcome

**Green** ► Call operator gives self care advice as per algorithm. Warning statement given and call closed.

**Amber** ► Call operator gives self care advice as per algorithm and patient advised that they will receive a follow up call from the CTH team within 24 hours. Warning statement given. ECC take over management if patient remains on amber for 3 days.

**Red/Double amber** ► Call operator arranges acute care assessment as per local agreement and advises patient to attend. **If Immediate Life Threatening (ILT) symptom ► nearest Emergency Department**

## Attend for Acute Assessment according to postcode

**NHS Lothian: 24/7**  
 09:00 - 21:00 Contact: Patient Flow Manager Tel: 07972619805  
 21:00 - 09:00 Contact: Hospital at Night Team Tel: 0131 537 3322

**NHS Borders:**  
 09:00 - 16:30 Contact: Bleep 3041 Tel: 018966826000 (Mon-Fri)  
 16:30 - 09:00 Contact: Bleep 6005 Tel: 018966826000 (24/7 + W/ends)

**NHS Fife:**  
 08:00 - 19:00 Contact: Nurse Practitioner Tel: 01592643355 ex 21890 (Mon-Fri)  
 19:00 - 08:00 Contact: Clinical Coordinator Tel: 01592643355 ex 27902 (24/7 & W/ends)

**FIFE: Anytime if T below T36 or above 37.5 Tel: 01592643355 ex 21565**

**NHS Dumfries and Galloway:**  
 24/7 Contact: Medical team on call Tel: 01387246246

**NHS Forth Valley:**  
 24/7 Contact: Patient Flow Coordinator Tel: 01324566000 page 1250

If on holiday patients should call the ECC and speak to the on call registrar or their GP service

UKONS Log sheet – via SCL gateway to ECC

**Telephone Triage Team**

**Outcomes:**

- ECC telephone triage team will use a variety of sources to correlate assessment outcomes; TRAK, email, call to DGH/patient. Outcomes are entered on chemocare for SACT patients (no formal agreement as yet for XRT patients) and ECC database.
- On call nurse signs off form and copy put into clinicians pigeon hole for final sign off and filing