What are the common referral reasons to Family Medicine Triage Clinic from GOPC and how to improve the referral? A project sharing from Department of Family Medicine & Primary Health Care, NTWC
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Introduction
Family Medicine Triage Clinic (FMTC) has been established in NTWC for over ten years. It receives referral from GOPC for the assessment and management of common medical problems, with the available of special investigations like ultrasound, CT, upper endoscopy, treadmill, etc. The aim of the clinic is to improve the safety in the SOPC triage system, to improve gate-keeping function of primary care, and to improve aptitude of GOPC doctor in the management of common medical problems. However, there is currently no feedback mechanism to let the referral doctor know the outcome of the patient referred.

Objectives
To identify common clinical problems that are referred from GOPC to FMTC To provide feedback to the referring GOPC doctors to enhance the knowledge and skills in managing common medical problems

Methodology
Patients’ referral letters from GOPC to FMTC in 1/10/2014 to 31/10/2014 were retrospectively reviewed. The referral reasons were recorded. After knowing the pattern of common referral reasons, implementation of changes to improve referrals included: a. Individual reply letter for feedback would be prepared and sent to the referral doctor, for cases with learning points or significant findings b. Topics on the management of common medical problems seen in FMTC and case discussion were included in the monthly departmental seminar, to enhance the knowledge and skills of colleague in managing common medical problems c. Half yearly review of the referral reasons to monitor the progress
Result
256 patients' referral letters were reviewed, with 301 referral reasons identified (1.18 referral reasons per referral). The top 5 referral reasons were: a. Epigastric pain (18%) b. Chest pain (11%) c. Deranged liver function test (9%) d. Abnormal ECG (9%) e. Headache (8%) The project result showed the common referral reasons from GOPC to FMTC. Knowing of the pattern of referral reasons would allow tailor-made of the educational program for doctors working in GOPC, together with individual feedback and reply, quality of referral and the aptitude of GOPC doctor in the management of common medical problems would be improved.