



Service Priorities and Programmes Electronic Presentations

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Survey on unscheduled appointment in SOPD, Department of Clinical Oncology

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Introduction

An unscheduled appointment that a patient initiated medical review without a planned appointment. The appointment will only offer to patient with anticipated symptoms especially for patient receiving chemotherapy, targeted therapy and radiotherapy. To ensure timely assessment and treatment is offered to the patient who "needs early medical attention.", an immediately accurate and consistent assessment and appropriate reports of assessment are key factors to continue providing quality care to patient. The survey result was compared with the data in July 2013.

Objectives

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Methodology

Retrospective analysis, period from 2 to 27 March 2015. The data collected through: 1, Electronic patient record (ePR), "ODD" case attendance record. Compared the data of 9 July 2013 to 5 Aug 2013.

Result

Compared the data with 2013. The unscheduled appointment decreased from 141 to 103. No significant difference was found between the average age and gender ratio. No significant difference was found between the average waiting time for all unscheduled appointment, from time for patient from presentation in OPD to disposal was 70.8 minutes. Waiting time for triage was improved from 7.9 minutes to 1.92 minutes. For patient needed early attention, the waiting time for presentation to disposal was improved from 54.05 to 51.56 minutes. Source of unscheduled appointment, most patient (40.78%) were referred from A & E and more than half of them with urgent referral. Presenting symptom of the patient were fever, pain, shortness of breath, nausea and vomit. The finding also showed that the number of patient on chemotherapy visited was slightly decreased. The no. of patient on hormonal therapy and targeted therapy was increasing.