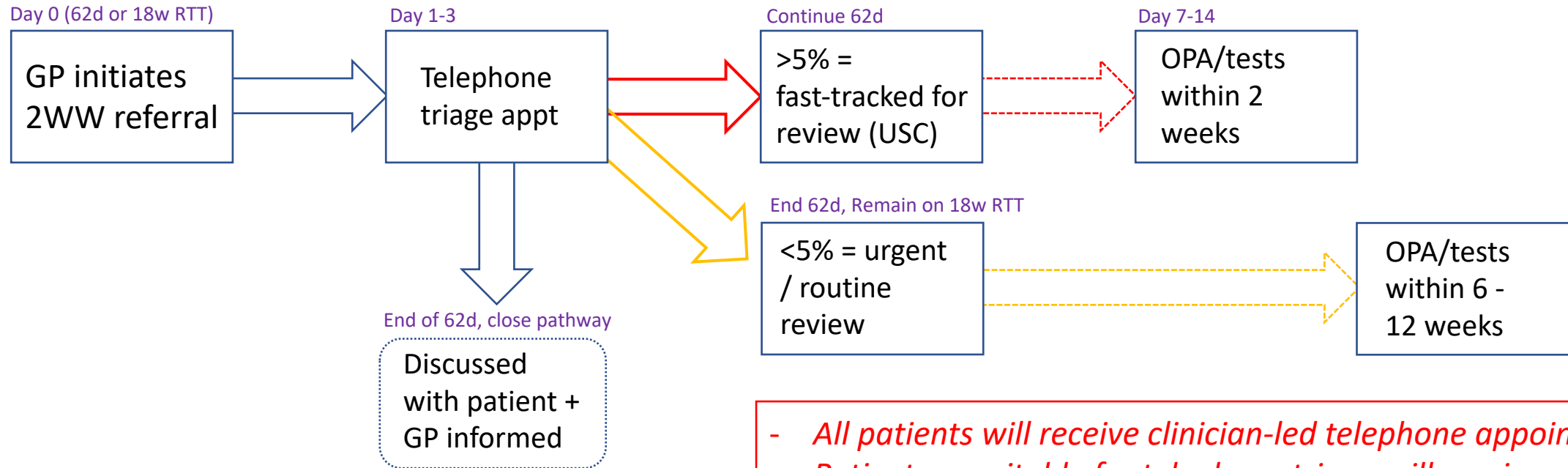


ENT risk calculator triage – proposed pathway



- All patients will receive clinician-led telephone appointment
- Patients unsuitable for telephone triage will receive an urgent F2F appointment, in line with CWT
- All patients with documented abnormal scan result or other specific clinical information (e.g. thyroid nodule) will automatically be seen f2f within the 2WW pathway

ENT risk calculator triage – proposed pathway

- **Nurse/Clinician-led telephone triage** – patients will be called by trained staff, where they will be asked a series of specific questions relating to their symptoms. A risk-score will be determined using the ENT-UK ratified H&N risk-calculator. Patients will be stratified into cohorts based on their overall score. This tool has been demonstrated in large studies to be safe to use.
- Where risk factors persist that do not fit into the score criteria – an expedited, (urgent suspected cancer), appointment will always be requested.
- In the absence of concerning symptoms/risk factors, patients will be reviewed in general clinic. If, due to time delays, an onward referral to communitas (or similar community ENT service) is required, the trust will make this referral.
- In the exceptionally rare circumstances where symptoms/risk factors do not warrant further review, the patient (during the telephone consultation) and the GP will be informed (via written communication).