



Benefits to patients

- Patients have access to self-help and resources more quickly
- Patients receive the most appropriate care, depending on their need
- Patients with the more acute symptoms are seen quicker
- Encourages patients to be engaged in their own care



Problems

- Clinic is very busy and has long waiting lists, especially with the backlog caused by not seeing patients during COVID
- Issues with DNA rates
- Need to reduce the number of patients invited into the hospital to reduce COVID infection
- This cohort of patients need information quickly to be able to manage their tinnitus in the acute phase



Before

1. Hospital posting questionnaire
2. Patient receives questionnaire
3. Patient returns questionnaire
4. Self-help information posted to patient
5. Show timeline/clock



Benefits to clinicians

- Able to quickly identify which patients need to be seen for further help with management
 - Makes better use of clinic time
- Frees up clinicians to use their time in clinic rather than admin

Digitising tinnitus patient pathway

The Newcastle upon Tyne Hospitals NHS Foundation Trust previously sent paper questionnaires to send to tinnitus patients before their appointment which allowed more accurate triage of patients. They worked with Health Call, an NHS-owned digital health company to develop a digital version of the paper Tinnitus Handicap Inventory (THI) questionnaire.



After

1. Patient receives email with link from the clinic to complete the online assessment
2. Completes the THI (same questions as paper form)
3. Depending on their score referred to additional resources and support
4. Low scorers referred to self-help materials
5. High scorers investigated further by the clinical team



Benefits to the organisation

- Patients more satisfied with the service they receive
- Staff better able to cope with demand
 - Reduction in DNA rates

About the service

Find out more about the audiology department at The Newcastle upon Tyne Hospitals NHS Foundation Trust.

About Health Call

Health Call is an NHS-owned, award winning collaboration providing digital health and care solutions.