

**Freedom of Information Act 2000****The Royal Cornwall Hospitals NHS Trust Response to Information request****Date Request Received: 12 12 2024****FOI Ref No: 27196****Requested Information:**

Dear Royal Cornwall Hospitals NHS Trust,

1. Does your trust have a telephone triage helpline in maternity for women to raise pregnancy-related concerns before attending hospital?  
If yes please answer the following questions :
  - a. Do midwives use any particular tools for example prioritisation included in the EPR – electronic patient record system?
  - b. Are the telephone triage telephone lines staffed by midwives?
  - c. If yes – how many midwives staff the triage helpline?
  - d. What training and support is given to staff running the telephone triage line?
  - e. Is the telephone triage service run within the local ambulance call handling hub? If No are there plans to incorporate?
2. Is there a dedicated environment for maternity triage located next to the maternity unit?
3. When women are admitted to maternity triage – is there a target for women to be seen within x minutes ? - please state the target
4. Have any of the above measures been implemented since the CQC of National review of Maternity Services in England 2022 to 2024

**Response:**

1. The Trust does have a telephone triage helpline in maternity for women to raise pregnancy-related concerns before attending hospital
  - a. The telephone line is automated initially and can triage calls in order of urgency – this was put together by Obstetrician and Senior Midwife. The call handler can see the nature of the call on the screen and accesses the Electronic patient Record ( EPR )when the call is answered. RAG rating is given to each call so urgency and follow up can be arranged based on clinical priority.
  - b. Yes, the lines are staffed by Midwives
  - c. 1 midwife staffed the line 24 hr per day and 7 days per week
  - d. In house training prior to manning the line – must be band 6
  - e. The telephone triage service is not run within the local ambulance call handling hub and there are no plans to change this.
2. Yes – within the maternity unit away from the clinical area so not interrupted

3. There is a target for women to be seen within 15 minutes when admitted to maternity triage – according to Birmingham Symptom specific Obstetric Triage system (-BSOTS)
4. None of the above measures were implemented since the CQC of National review of Maternity Services in England 2022 to 2024 as these were all initiated prior to this review.

**Attachment(s):**

**Date Response sent:**