1. Look on EPR system before phoning in case readmitted
2. Check appointment date given at discharge

Patient Name:___________________________ Hospital Number:________________________
Date of Call:_______/___________/_________ Time of call :____________________________
Duration of call:___________________minutes Patient not at home (record details): ____________

Upon Answering: “Hello, my name is XXXXXXXXX. I’m calling from XXXXXXXXXX Hospital to ask you how you have been getting on since you went home. If there are any problems I can let your GP or the community COPD team know so they can see you if necessary.”

1) Do you feel that you are getting better, staying about the same, or getting worse since you went home? (Circle as appropriate)
   - Same
   - Better
   - Worse

2) Is your breathing keeping you awake at night?
   - Yes
   - No

3) Do you have a follow up appointment?
   - Yes
   - No

4) Do you have a written self management plan?
   - Yes
   - No

5) Are you smoking?
   - Yes
   - No
   - If yes would you like help to quit?

Any other specific problems identified?

Advice given (e.g. who to contact)?

Outcome

Are there causes for immediate concern? Yes □  NO □ (if yes fax GP and/or community COPD team) □

If emergency advised contact emergency services □ or done yourself □.

Follow up appointment (Circle as appropriate)
   - Confirmed
   - Not yet booked
   - Declined
   - Not indicated

Caller Name:_____________________________ Caller Signature:________________________
V1 10-9-09