

PATHWAY FOR PATIENT FROM **CLYDE** CALLING THE BEATSON CANCER TREATMENT HELPLINE (BCTH) BETWEEN **8AM AND 8PM 7 DAYS A WEEK**  
**(Patients will call the National Cancer Treatment Helpline overnight)**

PATIENT ON (OR WITHIN 6 WEEKS OF) CANCER TREATMENT AT THE BEATSON WEST OF SCOTLAND CANCER CENTRE (BWOSCC)

BWOSCC CANCER TREATMENT HELPLINE  
0141 301 7990

TRIAGE PRACTITIONER  
UKONS TRIAGE TOOL

**GREEN**

ADVICE

**AMBER**

ADVICE +  
24 HOUR  
CALL BACK

**AMBER X 2  
OR RED**  
Patient needs seen  
Urgently

1. Tell patient to attend ED
2. Refer patient to speciality doctor / relevant medic (by phone) as per speciality triage doc
3. Phone ED to say patient attending
4. Put triage sheet on portal with details of who has been contacted re review (NAME & SPECIALTY).

MAY REQUIRE  
REVIEW

**Inverclyde Royal Hospital (IRH)**

Medical  
Contact ANP via Switchboard on Page 1000

For non medical: Receiving Surgeon – Page 52006

52006  
Ortho – Page 51267

*Gynaecology – contact RAH gyn contacts as per RAH box, and direct the patient via RAH, telephoning ahead to RAH ED as appropriate*

**For all patients please call ahead to ED on 01475 504351 (except for gyn patients going via RAH)**

*Scan Triage Log Sheet and put on Portal*

**8am – 6pm**

Patient advised to call their GP as per current practice.

Triage form scanned and sent to GP practice by Electronic Document Transfer (contingency will be fax should there be any reason why EDT is not functional).

GP can call helpline if wants to discuss.

**OOH**

Patient advised to call NHS 24 as per current practice

INFORM BEATSON CONSULTANT/SECRETARY/CNS (local and Beatson)  
If on chemo - NOTE IN CEPAS