

NHS Highland OOH Call Incident Report

Call number:	90608	Receive Date:	9-May-2020 10:24
Patient's Name:	Robert Leitch		
Date of birth:	15-Aug-1977 (42 years)	Gender:	M
Address:	97 Ardenslate Road Kirn Dunoon PA23 8NN	Current Address:	Portsonachan Hotel - The Cave Portsonachan Dalmally PA33 1BJ
Return Contact No:			
Tel No:	01369 830779		01369 830779
Mobile No:			
Priority:	Within 4 Hours	Call Origin:	02D - NHS 24
Received:	9-May-2020 10:24	Calltype:	NHS24 Advice Only
Advised:	10:47	Arrived PCC:	
Final Cons start:		Final Cons End:	
Consulting Doctor:		Own doctor:	Sabeel Saleem

NHS Number:
1508773076

Reported Condition:
FACIAL SWELLING 2HRS

NHSD details:

Received By - **Anne Hamilton (Clinical Nurse) ()**
Triage Start **9-May-2020 10:24**
Time -
Triage End Time **9-May-2020 10:58**
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Clinical Summary **Clinical summary created by: Anne Hamilton (Clinical Nurse) ()**
[09/05/2020 10:58:57]

- **Reason for call: FACIAL SWELLING 2HRS
VOMITING FROM 2330 LAST NIGHT - LAST EPSIODE 2HRS AGO.
UNABLE TO KEEP ANYTHING DOWN. ON RESMED MACHINE AT NIGHT.
09:05:2020 10:27:15 MURPHYA3.. CALLER NOT WITH PT, ADVISED**

UNABLE TO ASSESS - CALLER WILL GO TO PTS ROOM NOW...
HOTELS TELEPHONE NUMBER - 01866833224.. T2 DIABETIC..
09:05:2020 10:58:28 HAMILTONA.. CALL FROM FRIEND
INITIALLY. SPOKE TO PATIENT . VOMITING FROM 2300HRS TO
0430 HOURS. VOMITING AND RETCHING AT FORCE. HAS FACIAL
SWELLING AT CHEEKS AND FOREHEAD AND RASH ACROSS
CHEEKS THIS MORNING... SWELLING IS AROUND AREA WHERE
CPAP MASK IS POSITIONED OVERNIGHT CALLER STATES DID
NOT WEAR IT FOR FULL NIGHT LAST NIGHT. ABLE TO TALK NO
BREATHING CONCERNS. ADVISED UPRIGHT POSITION TAKE
ANTIHISTAMINE OBSERVE. (WORSENING TO ATTEND A&E)
SELF CARE..

Outcome: Patient given self care advice - For Information Only

Questions

- Algorithm: DECISION SUPPORT

Keyword 1

☒ Face

Keyword 2

☒ Vomiting

Have you been outside Europe or to an affected country in the last 21 days?

--NO

Keyword selected

☒ VOMITING

Do you have fever?

--NO

Are you/person about whom you are calling so unwell that you/person cannot stand at all e.g. walk to the toilet or sit up unaided without falling back down?

--NO

Algorithm:

Select the additional marker of the keyword that defines the callers complaint: (Select one)

☒ Diabetes

Algorithm: DECISION SUPPORT

Reason for choosing selected endpoint:

[X] TRIAGE

Please confirm caller's current location details

[X] The details are still correct

Disposition Self Care

Followups:

None
