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Title: An analysis of patient acceptability of receiving a 72 hour phone call post discharge following a COPD exacerbation

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Body: Introduction: A British Lung Foundation survey revealed that COPD patients would appreciate more support on discharge from hospital. To improve patient experience Imperial NHS Trust created a new service consisting of a hospital COPD nurse telephoning patients 72 hour's post discharge. Objectives: A pilot study to assess the patients' acceptability of receiving a phone call following a COPD exacerbation. The views of COPD nurses conducting the calls were also sought. Method: 125 semi- scripted calls were performed over a 9 month period of 2011. At the end of each call, the patient was asked to rate the helpfulness of the call (1 = not helpful at all. 5 = very helpful) and if they would like a call in future. Each COPD nurse completed an anonymous questionnaire focussing on how useful they felt the call has been for patients and themselves. Results: 110/125 calls were completed in total with an average duration of 9-10 minutes each. 81% of patients rated the call a 3 (quite helpful) or above. The greatest proportion (58%) gave a helpfulness score of 4. 5% of patients gave a score of 1/5. 43% of patients were keen to have a similar call in future. Questionnaire results indicated that 2 of 3 nurses felt the calls were very useful to their job and to their patients, with the remaining nurse rating the calls as quite useful. One nurse felt the calls helped identify patients at risk of readmission, therefore giving her opportunity to intervene. All three nurses wanted this service to continue. Conclusion: This pilot study indicates that a phone call post discharge is acceptable to patients and nurses and that benefit can be gleaned from this service. It is being continued.