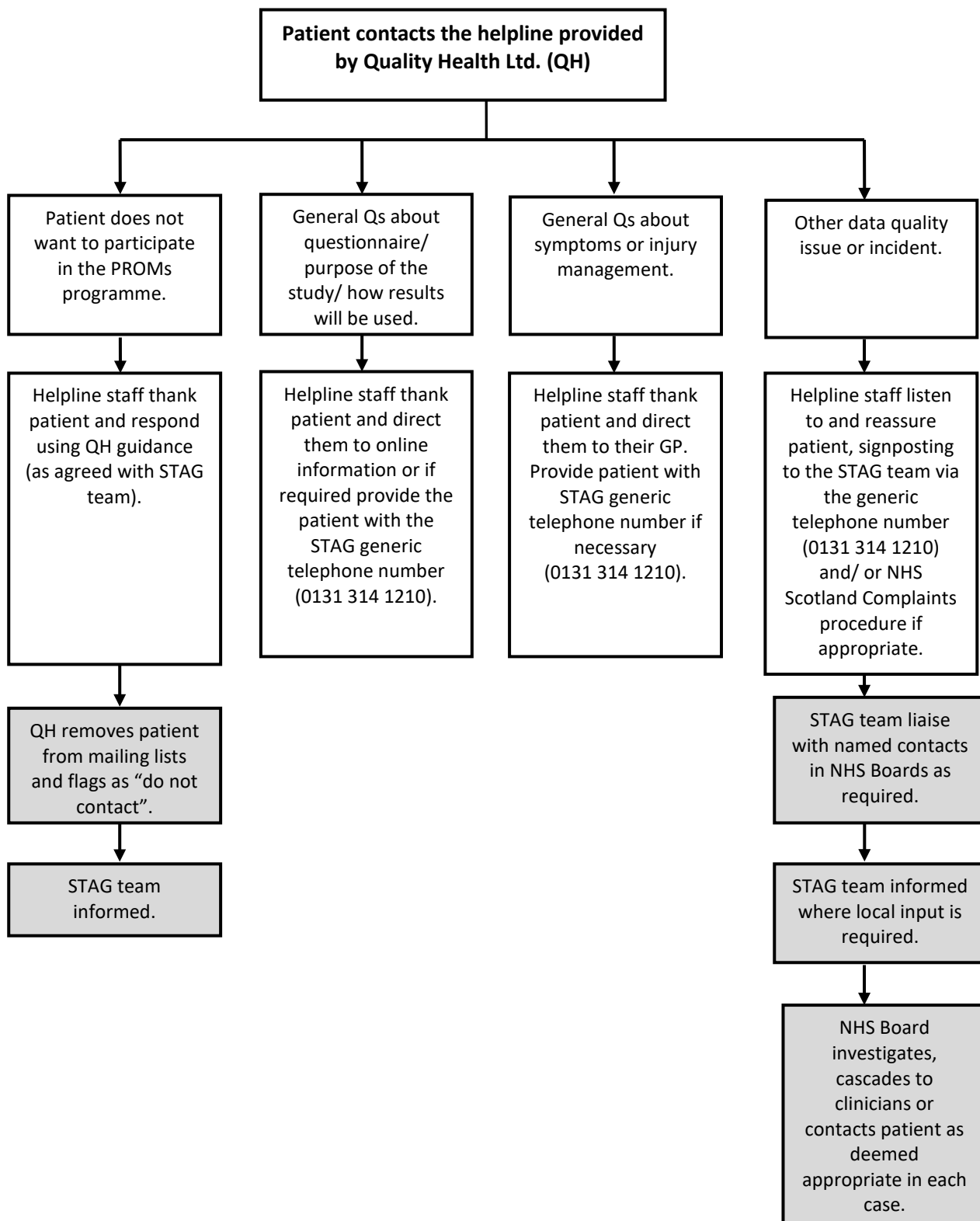


Quality Health Ltd. (QH)/ Scottish Trauma Audit Group (STAG)

PROMs Programme – Call Handling Protocol

(Version 1.2 June 2020)



Note:

1. **Where a query is escalated by Quality Health Ltd.**, patient informed that query is being escalated and that they will be contacted with further information as soon as it is available.
2. Patient's NHS Board will be the NHS Board of the main hospital that they received treatment.
3. "Other" incidents might be a carer or relative indicating that the patient is not capable of responding or a patient having specific comments or complaints about their care.