**Author Names:** Maccloud L, Helena Wilson

**Institution:** Royal Devon University Healthcare NHS Foundation Trust, Wonford, Exeter

**Training Grade of First Author:** ENTSHO

**Category:** Audit / Quality Improvement

**E-mail:** Email: louise.maccloud@nhs.net

***Title:*** Nasal Fracture Management: Improving Efficiency

***Introduction:***

Nasal injuries account for 8-16% ENT emergency clinic utilisation and these clinics slots create high service demand.1,3,4

Stable nasal fractures withminimal external deformity do not require MULA (manipulation under local anaesthetic). Day 5-7 telephone triage intervention will identify patients who may require MULA and select those to be offered face-to-face appointments.5

***Methods:*** This audit was conducted in the ENT department RD&E Hospital. ENT UK standards were reviewed, and data was collected from the Nasal Fracture Clinic August to October 2022 for the control group, followed by implementation of a telephone triage protocol then collection of data January to March 2023 for the intervention group (ongoing). Primary outcome measures included date of post-injury assessment, number of face-to-face appointments, appointment outcomes and MULA rates according to age

***Results/Discussion:*** 80 patients were included in the study (50 in Control and 30 in Intervention group). Following the intervention, preliminary results show a 19% improvement in post-nasal injury assessment rates within the optimal timeframe of 5-7 days, a 7% reduction in Did not Attend, a 42% lower MULA rates in >45yrs group as compared with ≤45yrs group. Overall clinic appointments were reduced by 33% (Mean 3.6 Control and 2.4 Intervention group). Completed results will follow once post-intervention data is complete. We also noted positive patient feedback i.e., 100% found our telephone triage service convenient and 80% were happy with the care they received.

***Conclusions:*** We identified that our intervention led to reduced post-nasal injury assessment time, reduced face-to-face appointments, and improved patient satisfaction.

***Reference:*** Mughal Z, Iniowuari D, Clark M. Telephone triage is effective in identifying nasal fractures that require manipulation. Clin Otolaryngol. 2021 May;46(3):682-686. doi: 10.1111/coa.13723. Epub 2021 Feb 7. PMID: 33506601.