

Reportable and non-reportable contacts

Reportable Consultation Type	Type of Use
Face to Face	Face to face contacts with patient's and/or Proxy.
Telephone Consultation	Consultation with patient or proxy over the telephone in place of face-to-face contact.
Email Consultation	Consultation with patient or proxy via email in place of face-to-face contact.
Group Consultation	Face to Face Patient Group Consultations with patient or proxy.
Consultation via video conference	Face to Face Consultations via video conferencing with patient and or proxy.
Multidisciplinary team meeting with patient	All MDT meetings with the patient or proxy present. Also includes Child Protection Case Conference (if patient/proxy present).
SMS (short message service) text message sent	Consultation with patient or proxy via text message, in place of face-to-face contact.
Did Not Attend	Failed encounter type contacts Clinic / Face to Face / Telephone planned contacts with patient or proxy. (Excludes cancelled appointments).

Reportable activity is defined nationally as activity where there is an opportunity for discussion between the patient (and/or their proxy) and the healthcare professional i.e. face to face contact, telephone contacts, email and SMS, that include sharing health information and or advice with the patient and/or their proxy.

Non - Reportable Consultation Type	Type of Use
Administration Note	Any administrative activity that is not direct patient facing.
Other Note	Cancelled Appointments.
Multidisciplinary team meeting without patient	All MDT meetings, held without the patient or their proxy present. Use this for Child Protection Case

	Conference / Safeguarding Meetings if patient/proxy NOT present.
Discussion with other professional	Advice and Support from/to other professionals.

Non-reportable activities from a National (NHSE) point of view include SMS, email contacts / conversations where contact is being made for the purposes of arranging an appointment. Any contact about, but not including the patient is non-reportable under this definition.

It is important to note depending upon **the Consultation Type** used within the Consultation Properties section, will determine if this is a reportable activity from a National point of view.

All activity is reported and monitored locally across the LCO.