

**Understanding how enquiries made by doctors to the UK's National Travel Advice Line differ to those made by any healthcare professional.**

Kirsten MacGregor<sup>1,2</sup>, Megan Jenkins<sup>2</sup>, Dipti Patel<sup>1</sup>

<sup>1</sup> National Travel Health Network and Centre (NaTHNaC), London, UK

<sup>2</sup> University Hospitals Bristol and Weston NHS Foundation Trust, Bristol, UK

Background: UK community-based travel clinics are predominantly run by nurses and pharmacists. Doctors may need different travel medicine educational resources than other healthcare professionals (HCP). Understanding the nature of travel medicine advice sought by doctors will help development of appropriate resources.

Aim: to compare enquiries made by doctors to the UK's National Travel Advice Line with those from any HCP.

Methods: All HCP queries between January 2019 and February 2020 to the UK's National Travel Health Network and Centre (NaTHNaC), as documented in a standard proforma, were searched for the caller's name including 'doctor' or related term. The nature of these enquiries, and those made by any HCP, were reviewed.

Results: 5912 queries were answered during this period, with 86 identified as being from a doctor. More doctors' queries than any HCP queries involved malaria (23% versus 18%), with a similar pattern for yellow fever (44% versus 38%). In both groups, travel was predominantly tourism-related, and for a single traveller. Travellers did not seem significantly more complex in doctors' queries compared to all HCP queries (of doctors' queries, 38% of travellers had special health needs, 4% were immunocompromised; versus 31% and 5% for all HCP queries). However, more doctors' calls required a call back (17% compared to 10%).

Conclusion: Most queries to the UK's National Travel Advice Line were not made by doctors. Doctors' queries did not differ significantly from those from any HCP. Doctors' educational resources may not need to be particularly distinct from those aimed at other healthcare professionals.