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Varying uses of the ABCD2 scoring system in primary and secondary care: a qualitative study

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<td>Complete List of Authors:</td>
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Names, addresses and positions of all authors:

Edwards, Duncan
Corresponding Author
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
dae31@medschl.cam.ac.uk, General Practitioner and Clinical Research Associate

Cohn, Simon R
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
simon.cohn@medschl.cam.ac.uk, Senior Lecturer

Mavaddat, Nahal
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
nm212@medschl.cam.ac.uk, General Practitioner and Clinical Lecturer

Virdee, Satnam K
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom
s.virdee@bham.ac.uk, Research Associate

Lasserson, Daniel
University of Oxford, Department of Primary Care Health Sciences
Oxford, United Kingdom
daniel.lasserson@phc.ox.ac.uk, General Practitioner and Senior Clinical Researcher

Milner, Siobhan
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom

s.l.milner@bham.ac.uk, Project Officer

Giles, Matthew Francis
University of Oxford, Stroke Prevention Research Unit
NIHR Biomedical Research Centre, John Radcliffe Hospital, Oxford, United Kingdom
matthew.giles@clneuro.ox.ac.uk, Consultant Physician and Senior Research Fellow

McManus, Richard J
University of Oxford, Department of Primary Health Care
Oxford, United Kingdom
richard.mcmanus@phc.ox.ac.uk, General Practitioner and Professor of Primary Care
Research

Mant, Jonathan
University of Cambridge, Primary Care Unit
Cambridge, United Kingdom
jm677@medschl.cam.ac.uk, Professor of Primary Care Research

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Contributors and guarantor:
DE, SC, NM, SM and JM developed the original idea and protocol. DE, SC, NM and SV conducted the interviews. DE and SC led the qualitative analysis and drafted the paper. DE, SC, NM, SV, DL, SM, MG, RM and JM contributed to the writing of the final version of the paper. DE is the guarantor.
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Participants gave informed consent for transcripts to be used in research provided that quotes are anonymised and information used in reports could not lead to identification.

ABSTRACT
Objectives: To explore the usage of the ABCD2 risk stratification score by general practitioners and hospital staff during the referral of patients with suspected transient ischaemic attack (TIA) or minor stroke.

Design: Qualitative study using semi-structured interviews.

Setting: Nine general practices and two hospital sites in England (Birmingham and Cambridge).

Participants: Nine general practitioners, nine hospital staff (two consultants, four nurses, two ultrasonographers and one administrator) and 12 patients with recently suspected transient ischaemic attack or minor stroke (within the previous three months).

Results: In both sites, clinicians used a referral proforma based around the ABCD2 scoring system for a range of purposes including self-education, to assist emphasising urgency to the patient, as a referral pathway facilitator and as a diagnostic tool. Negative views of its role included potential medico-legal threat, that it was a barrier to appropriate care, and led to mis-diagnosis. Despite having differing uses by different clinicians, the ABCD2 proforma was the central means of inter-professional communication in TIA referrals across both sites. No patients were aware of their ABCD2 score.
Conclusions: Understanding how prediction rules are used in practice is key to determining their impact on processes of care and clinical outcomes. In practice, GPs and their colleagues use the ABCD2 score in subtly different ways and it functions as a “boundary object” by both accommodating these multiple purposes, yet still successfully aiding communication between them.
Introduction

The ABCD2 score is a clinical prediction rule developed in 2007 to predict the risk of recurrent stroke soon after transient ischaemic attack (TIA).\(^1\) The score has rapidly become an integral part of the referral process for TIA internationally\(^2\) and often forms part of a “proforma” – a form which integrates standardised protocols and frequently clinical prediction rules – for referrals to secondary care. Such proformas are increasingly common for primary to secondary care communication: in April 2011 Addenbrookes Hospital in Cambridge, UK, requested the use of a proforma for 48 conditions ranging from early inflammatory arthritis to suspected renal colic.

Despite the increasing use of proformas, there is only limited research into their use or impact.\(^7\) For example, the ABCD2 score was derived and validated in secondary care as a prognostic score, yet the UK’s National Institute for Health and Clinical Excellence (NICE) recommends its use in all referrals of suspected TIA by General Practitioners (GPs) and accident and emergency (A&E) departments\(^2\) despite evidence of substantial disagreement between specialist and generalist scores.\(^8,\)\(^9\) We studied the ABCD2 score’s use across different parts of the health service in order to analyse how the score and its associated proforma are used in everyday clinical practice.

Box 1: Description of the ABCD2 clinical prediction rule for stroke risk after TIA

<table>
<thead>
<tr>
<th></th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age ≥ 60</td>
<td>1</td>
</tr>
<tr>
<td>Blood Pressure ≥ 140/90 mmHg at acute evaluation</td>
<td>1</td>
</tr>
<tr>
<td>Clinical features</td>
<td>1 point for speech disturbance without weakness; 2 points for unilateral weakness</td>
</tr>
<tr>
<td>Duration</td>
<td>1 point for 10-59 minutes; 2 points for ≥ 60 minutes</td>
</tr>
<tr>
<td>Diabetes</td>
<td>1 point</td>
</tr>
</tbody>
</table>

Patients scoring 4 or more points are deemed high risk.\(^4\)

Our theoretical background comes from an area of social science research that looks at the increasing role of forms and other systems of standardisation in medical practice. Although protocols are frequently criticised because they constrain and dictate practice,
rendering individual decision-making redundant, Timmermans and Berg argue that this criticism is misplaced.\(^{10}\) Rather, an inherent aspect of any useful protocol is that it can accommodate local deviation. Individuals invariably ‘tinker’ with them, whilst ensuring they are not undermined, such that they are workable for each specific circumstance. As a result, a protocol often becomes what has been termed a ‘boundary object’\(^ {11}\). This term refers to any item or procedure that is sufficiently standardised to ensure a common meaning or action is established across different specialist fields, yet also is sufficiently flexible to allow for adaptation to make it useful and meaningful in local contexts. As a result, though there may well be significant differences between various locations or areas of expertise, boundary objects serve to provide common ground, and are thus a way of establishing overall coherence and integration.

Methods

Participants and procedures

This study was a prelude to a randomised controlled trial of a novel method for stroke prevention in primary care. Participants were recruited from two locations (Cambridgeshire/Addenbrookes hospital and West Midlands/Queen Elizabeth hospital) to permit exploration of variation between sites. The TIA clinics in both areas had independently created proformas which they requested be completed for all referrals, in which the ABCD2 score was central.

Eligible GPs had to be within the catchment area of Addenbrooke’s or Queen Elizabeth hospital TIA clinic while staff members included any within these hospitals who regularly encountered patients with suspected TIA. GPs were approached using the mailing lists of local research networks (these GPs had an obligation and/or interest in participating in research generally, rather than being stroke research enthusiasts) and all nine volunteers with whom we could arrange interviews were interviewed. We identified our sample of secondary care informants by adopting a “cascade method” based on discussing in depth with each interviewee with whom they had significantly liaised. As a result we identified a cross section of staff we might otherwise have missed: in total we interviewed six Cambridgeshire GPs and three Birmingham GPs; two stroke consultants;
three stroke nurses; two ultrasonographers involved in assessing TIA patients; one stroke team administrator and one A&E triaging nurse. Five of the hospital staff came from Queen Elizabeth Hospital and four from Addenbrookes, with an equal number of doctors (one) and nurses (two) from each site.

In addition, twelve patients were interviewed in their homes within 3 months of being seen in the Addenbrookes or Queen Elizabeth hospital clinic with a suspected TIA. Of these, seven had had a TIA or minor stroke diagnosis confirmed.

**Interviews**

Face-to-face interviews followed a topic guide generated by the research team that was initially piloted. The focus was not specifically on the ABCD2 form, but rather to establish a qualitative understanding of experiences along the pathway from GP consultation to TIA clinic referral, inviting professionals to draw on past cases they had referred or been referred. A set of interviews with patients was also conducted; these form a very limited part of our analysis here as in all twelve cases they were unaware of the ABCD2 score or its role in their referral. Interviews lasted on average one hour. They were audio-recorded and then transcribed verbatim by a professional transcription service. DE, NM (both GPs), SC (medical anthropologist), and SV (qualitative researcher) conducted the interviews at the hospital site (hospital staff members), at the GP’s practice (GPs) or at the patient’s home. The interviewer checked the full transcription against the audio-recording for accuracy.

**Analysis**

DE, SC and NM read through the transcripts and established central themes that were raised. An initial sample of transcripts was coded independently by DE and SC (using NVivo) to ensure reliability and to revise codes where necessary. Subsequent themes that emerged as these were applied to the remaining transcripts were always discussed within the team, and if adopted, coded across the entire dataset.
It was clear that much discussion regarding suspected TIAs - when it was appropriate to refer, whether they should be considered urgent cases, and possible patient pathways that could be followed - centred on the current use of the ABCD2 proforma. This was therefore identified as a pivotal issue that would serve to capture many of the more general comments made, and provide a specific focus to explore how a suspected TIA is negotiated in referral pathways. As a result, DE and SC undertook further analysis of the transcripts; any direct or indirect mention of the ABCD2 scoring system, or practical use of a proforma in the referral pathway, was consequently noted in every transcript in a thematic analysis. Further coding allowed a detailed typology of varying roles associated with the ABCD2 score and the proforma itself (if used); this included both positive and negative features of its use.

Results
Nine GPs, twelve patients, and nine hospital staff took part in the study (see Table 1 for interviewee characteristics).

<table>
<thead>
<tr>
<th>Role</th>
<th>Use the ABCD2 score?</th>
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</thead>
<tbody>
<tr>
<td>GP, Cambridgeshire</td>
<td>yes</td>
</tr>
<tr>
<td>GP, Cambridgeshire</td>
<td>no</td>
</tr>
<tr>
<td>GP, West Midlands</td>
<td>yes</td>
</tr>
<tr>
<td>Consultant</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke specialist nurse</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke staff nurse</td>
<td>no</td>
</tr>
<tr>
<td>A&amp;E department triage nurse</td>
<td>no</td>
</tr>
<tr>
<td>Ultrasonographer</td>
<td>no</td>
</tr>
<tr>
<td>Clinic administrator</td>
<td>yes</td>
</tr>
<tr>
<td>Six Cambridgeshire patients</td>
<td>no</td>
</tr>
<tr>
<td>Six West Midlands patients</td>
<td>no</td>
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</tbody>
</table>

Awareness of ABCD2 amongst patients
Although many of the patients spontaneously mentioned the FAST campaign\(^2\), none were aware that there was a system that calculated their risk of having a stroke after a suspected TIA, or that there was a related form that their GP might have used to assist making a referral. This finding is of particular interest in light of the significance the score is given by some GPs and hospital staff.

**Use of ABCD2 amongst health professionals**

Even though a relatively small sample of GPs and secondary care staff who use the score were interviewed, a surprising variety of different uses for the proforma/ABCD2 score were described (See Tables 2 and 3).

<table>
<thead>
<tr>
<th>Table 2: Roles of the ABCD2 proforma with exemplar quotes</th>
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<tbody>
<tr>
<td>1. Might generate medico-legal threat</td>
</tr>
<tr>
<td>2. Demonstrates need for urgency to patient</td>
</tr>
<tr>
<td>3. Educates the patient</td>
</tr>
<tr>
<td>4. Diagnostic tool</td>
</tr>
<tr>
<td>5. Prognostic tool</td>
</tr>
<tr>
<td>6. Demonstrates need for urgency to the GP</td>
</tr>
<tr>
<td>7. Facilitates smoother patient pathway</td>
</tr>
<tr>
<td>8. Educates/reminds the GP what to do</td>
</tr>
<tr>
<td>9. Distils a complex history</td>
</tr>
</tbody>
</table>
| 10. Obscures a complex history                            | “You get an idea from the actual GP, the history and what the
patient’s told you more than you can from the score really” (606, specialist nurse)

11. Misleading GPs about diagnosis

“If you start from the right places, that this was a TIA, it’s fine, but as I say, just because you’re 80, you’ve got diabetes and hypertension, you automatically score three… so it has no diagnostic value, the ABCD2 score” (711, consultant)

12. Prevents inappropriate referrals

“Some GPs lie to get them into clinic. Not so much now that we’ve changed the pro forma” (710, specialist nurse)

13. Barrier to appropriate care

“Our vision… would be to have a TIA hotline… and using that system I wouldn’t bother using the ABCD2 score” (602, consultant)

Table 3: Comparing roles of the ABCD2 score by GPs and by hospital staff

<table>
<thead>
<tr>
<th>PRIMARY CARE STAFF (NINE GPs &amp; ONE A&amp;E TRIAGE NURSE)</th>
<th>SPECIALIST DOCTORS, NURSES &amp; ADMINISTRATOR</th>
<th>HOSPITAL SUPPORT STAFF (TECHNICIANS &amp; STAFF NURSE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEVER USE THE SCORE</td>
<td>40% (N=4)</td>
<td>100% (N=3)</td>
</tr>
<tr>
<td>DO USE THE SCORE</td>
<td>60% (N=6)</td>
<td>100% (N=5)</td>
</tr>
</tbody>
</table>

Might generate medico-legal threat X

Demonstrates need for urgency to patient X

Educates the patient X

Diagnostic tool X

Prognostic tool X X

Demonstrates need for urgency to the GP X

Facilitates smoother patient pathway X X

Educates/reminds the GP what to do X X

Distils a complex history X X

Obscures a complex history X
Use of the ABCD2 in general practice

For those GPs who use the scoring system, it was clear that they both liked and complied with its use as it offers a tangible means to navigate the referral system. Most did not ever consider their scoring as inaccurate. However, they primarily regard it as the key mechanism to access services on behalf of a patient, at which point a more definitive diagnosis be made based on specialist expertise and technological procedures:

> It was just a case of looking, getting the score and then speaking to the medical liaison sister.... I think it's quite useful, I really quite like that scoring system because it does give you a bit of confidence about what to do, because otherwise it can be a bit nebulous.

Cambridgeshire GP, 703

GPs described how they didn’t feel the need to make a definitive diagnosis, but rather used the form to defer this to the hospital. Thus, the scoring system serves as a tool to systematise their evaluation of a patient within their consultation, yet also ensures a referral to secondary care happens swiftly.

When completing the form, GPs consider potentially relevant patient history to be a broad category. Beyond the specific clinical focus that might relate to a suspected TIA, many express how they cannot simply ignore a wide range of other factors that might possibly be central to the patients’ current health status. These aspects, which are not part of the scoring system, can consequently influence how scores are eventually arrived at as GPs try to assess what the consequence of an overall score is likely to be:
Obviously each patient’s not the same, so sometimes you do need a little bit of adaption.

Birmingham GP, 608

GPs also adapted their own management in response to the form, for example using it to remind them about TIAs, to educate the patient, or to persuade patients that the problem was urgent and that referral needed to be carried out urgently.

The ABCD2 use by hospital staff

Hospital staff viewed the score more restrictively as a reliable record of the clinical event itself. As a result, they sometimes view the GPs approach as problematic or even careless, since it leads to what they view as inaccuracies and inappropriate referrals:

If we all did what we’re meant to, it would be great

Stroke consultant, 711

Unlike the GPs, who view the score within their own consultations as a checklist to ensure sufficient scope of questioning and externally as a mechanism to justify referral, staff in the hospital see the score as ideally an objective evaluation of severity of prognosis.

Our protocol I think it is quite clear... it’s about a three or four page document, it gives them [GPs] advice on which medications to start, how to administer the ABCD2 score, and then lots of ways for different people.

Stroke consultant 711

As a natural consequence of this perspective, patients who, it turns out, have not had TIAs but satisfied the scoring to some degree are said to “mimic” genuine TIA patients according to the criteria set out in the ABCD2 form:
We get so many mimics referred to the clinic, making sure you’re dealing with the right diagnosis is probably the first issue.

Specialist nurse, 602

Various negative terms including “uneducated”, “inappropriate”, “challenging” and “dubious” are also used to describe referrals or patients in similar circumstances.

Many of the interviews with hospital staff acknowledged that a GP or emergency doctor may “misbehave” or “use [the TIA clinic] as a place to send patients they don’t know what to do with” and refer patients that they know cannot be a “genuine” TIA. The ABCD2 score is also seen as potentially misleading when used inappropriately:

I think we would say if you start from the right place, the ABCD2 scores would discriminate between the high risk and the low risk and people who need urgent and maybe less urgent investigations, but... a lot of people that we see in the clinic I’d imagine their age is probably somewhere in their 80s, then they inappropriately score high than other conditions. So it had no diagnostic value, the ABCD2 score, but it’s got some prognostic value in relation to high risk, low risk stuff. So I think people are using it as a sort of diagnostic tool for TIA, that’s how it’s used inappropriately.

Stroke consultant, 711

This concern about reliability, however, is most relevant if the ABCD2 proforma system is meant to serve exactly the same single purpose within both primary and secondary care. Secondary care users of the ABCD2 score emphasised the original intended use of the ABCD2 score (prognostication) more and discussed a greater number of negative alternate roles of the ABCD2 score (diagnostically confusing, obscuring the history, a barrier to appropriate care) versus primary care users of the ABCD2 score.

ABCD2 non-users
As noted, none of the 12 patients were aware of the role of the ABCD2 proforma in the management of their case, even though some GPs said they drew on it to explain and stress urgency to patients. Thus, although the ABCD2 proforma is a significant tool for many health professionals, it is probably not part of most patients’ experience and does not influence how they relate to their problem. Our interviews also revealed that hospital staff not involved in triaging referrals - two radiographers and a nurse involved in scanning and caring for patients with TIA on a weekly basis - were also unaware of the ABCD2 score.

Similarly, a proportion of primary care staff interviewed also do not currently use the ABCD2 proforma (40%, n=4, three GPs and one A&E triage nurse). All cited lack of knowledge, but gave differing interpretations as to why this is so. One GP was “ashamed” but three interviewees felt they didn’t use the score or proforma with good reason:

I’m not familiar I have to say, but I think it would be mostly in my history already.

Cambridgeshire GP, 801

I don’t think I was aware of it really, I imagine this is some sort of guideline system is it?... you wouldn’t believe how many guidelines there are.

Cambridgeshire GP, 901

If you’re going to use a scoring system it needs to be universal... everybody needs to be aware of it for it to be an effective tool.

A&E triage nurse, 714

Overall our findings describe both the varied use of the form, and also the way it functions to provide a simple linkage between primary and secondary care. When the ABCD2 proforma is not adopted, GPs rely on methods such as referral letters and sending patients directly to A&E, communication and contact is largely one way and is not shaped by the expectations of secondary care.
**Discussion**

Whilst it might be argued that this study is limited by the number of interviews conducted, it nevertheless is based on a commitment to capture as broad a set of views from relevant actors as possible. The choice to focus on just two centres of practice (Birmingham and Cambridge), brings the advantage of being able to elicit some specific and subtle descriptions but inevitably limits the generalisation of findings. Nevertheless, the overall argument concerning the multiple function of the ABCD2 score, and the adoption of protocols more generally, is robust given the general consistency of the data collected.

Our interviews with a range of health professionals clearly show that the apparently simple ABCD2 scoring system adopted within GP referral proformas serves a variety of different roles. We identified 13 functions, both positive and negative; of these, five were shared, four were specific to GPs, and four were specific to hospital staff. Whilst we are not claiming that the classification is definitive or exactly defined, this variety suggests that the proforma does not only standardise but can also sustain sufficient flexibility to serve a range of local purposes. This suggests that efforts to improve prognostic accuracy of clinical prediction rules\(^{13-16}\) should be accompanied by research and development of the other aspects of their usefulness.

Complex scientific fields such as medicine inevitably involve multiple domains of expertise, each of which has its own perspective and priorities that shapes the way things being studied are conceived and dealt with.\(^{17}\) In order for pluralism across different subfields not to lead to fragmentation, there has to be what contemporary philosopher Hacking calls conceptual “unifiers” that span and integrate any discontinuities.\(^{18}\) In this vein, the notion of a “boundary object” describes those things, whether material or theoretical, that are both sufficiently stable to be treated as the same thing by different groups of scientists, and yet also flexible enough for them to operate and make sense with each of the different subfields.\(^{11}\)
In our study of the referral of suspected TIA patients from GP practices to the TIA clinic, one might have initially assumed that the “boundary object” is the patient, since she obviously moves from one site to another and apparently aligns primary and secondary services. However, our interviews reveal that the patient is not considered the chief means by which the two sites connect and establish a common point of reference, rather, it is the completed ABCD2 form.

Clinical prediction research needs to have a post-implementation phase in order to understand how the original research is used in practice, since this will determine its ultimate effect on processes of care and clinical outcomes. In current clinical practice, GPs could utilise a greater awareness of how clinical prediction rules practically function to improve referrals and referral pathways, and should consider communicating their significance to patients.
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  Cohn, Simon; Cambridge University, General Practice and Primary Care Research Unit  
  Mavaddat, Nahal; Cambridge University, General Practice and Primary Care Research Unit  
  Virdee, Satnam; University of Birmingham, Department of Primary Care Clinical Sciences  
  Lasserson, Daniel; University of Oxford, Department of Primary Care Health Sciences  
  Milner, Siobhan; University of Birmingham, Department of Primary Care Clinical Sciences  
  giles, matthew; University of Oxford, Stroke Prevention Unit  
  McManus, Richard; University of Oxford, Department of Primary Health Care  
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Names, addresses and positions of all authors:

Edwards, Duncan
Corresponding Author
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
dae31@medschl.cam.ac.uk, General Practitioner and Clinical Research Associate

Cohn, Simon R
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
simon.cohn@medschl.cam.ac.uk, Senior Lecturer

Mavaddat, Nahal
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
nm212@medschl.cam.ac.uk, General Practitioner and Clinical Lecturer

Virdee, Satnam K
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom
s.virdee@bham.ac.uk, Research Associate

Lasserson, Daniel
University of Oxford, Department of Primary Care Health Sciences
Oxford, United Kingdom
daniel.lasserson@phe.ox.ac.uk, General Practitioner and Senior Clinical Researcher

Milner, Siobhan
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom

s.l.milner@bham.ac.uk, Project Officer

Giles, Matthew Francis
University of Oxford, Stroke Prevention Research Unit
NIHR Biomedical Research Centre, John Radcliffe Hospital, Oxford, United Kingdom

matthew.giles@clneuro.ox.ac.uk, Consultant Physician and Senior Research Fellow

McManus, Richard J
University of Oxford, Department of Primary Health Care
Oxford, United Kingdom

richard.mcmanus@phc.ox.ac.uk, General Practitioner and Professor of Primary Care Research

Mant, Jonathan
University of Cambridge, Primary Care Unit
Cambridge, United Kingdom

jm677@medschl.cam.ac.uk, Professor of Primary Care Research

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All authors have completed the Unified Competing Interest form and declare that this article presents independent research commissioned by the National Institute for Health Research (NIHR) under the Research for Patient Benefit Programme. The views expressed in this publication are those of the authors and not necessarily those of the NHS, the NIHR or the Department of Health. JM has undertaken consultancy work for and received speakers fees from Boehringer Ingelheim. SC has undertaken consultancy work for Ingenda Communications. The authors have no other financial relationships with any organisations that might have an interest in the submitted work in the previous three years, and no other relationships or activities that could appear to have influenced the submitted work.

Contributors and guarantor:
DE, SC, NM, SM and JM developed the original idea and protocol. DE, SC, NM and SV conducted the interviews. DE and SC led the qualitative analysis and drafted the paper. DE, SC, NM, SV, DL, SM, MG, RM and JM contributed to the writing of the final version of the paper. DE is the guarantor.
Ethics committee approval:
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Trial registration number:
UKCRN 7876

Data sharing statement:
Participants gave informed consent for transcripts to be used in research provided that quotes are anonymised and information used in reports could not lead to identification.

ABSTRACT
Objectives: To explore the usage of the ABCD2 risk stratification score by general practitioners and hospital staff during the referral of patients with suspected transient ischaemic attack (TIA) or minor stroke.

Design: Qualitative study using semi-structured interviews.

Setting: Nine general practices and two hospital sites in England (Birmingham and Cambridge).

Participants: Nine general practitioners, nine hospital staff (two consultants, four nurses, two ultrasonographers and one administrator).

Results: In both sites, clinicians used a referral proforma based around the ABCD2 scoring system for a range of purposes including self-education, to assist emphasising urgency to the patient, as a referral pathway facilitator and as a diagnostic tool. Negative views of its role included potential medico-legal threat, that it was a barrier to appropriate care, and led to mis-diagnosis. Despite having differing uses by different clinicians, the ABCD2 proforma was the central means of inter-professional communication in TIA referrals across both sites.
Conclusions: Understanding how prediction rules are used in practice is key to determining their impact on processes of care and clinical outcomes. In practice, GPs and their colleagues use the ABCD2 score in subtly different ways and it functions as a “boundary object” by both accommodating these multiple purposes, yet still successfully aiding communication between them.
Introduction
The ABCD2 score is a clinical prediction rule developed in 2007 to predict the risk of recurrent stroke soon after transient ischaemic attack (TIA) [Johnston et al 2007; Giles et al 2010]. The score has rapidly become an integral part of the referral process for TIA internationally [NICE 2008; RCP 2010; Easton et al 2009; National Stroke Foundation 2008; Stroke Foundation of New Zealand 2008] and often forms part of a “proforma” – a form which integrates standardised protocols and frequently clinical prediction rules – for referrals to secondary care. Such proformas are increasingly common for primary to secondary care communication: in April 2011 Addenbrookes Hospital in Cambridge, UK, requested the use of a proforma for 48 conditions ranging from early inflammatory arthritis to suspected renal colic.

Despite the increasing use of proformas, there is only limited research into their use or impact [Akbari et al 2008]. For example, the ABCD2 score was derived and validated in secondary care as a prognostic score, yet the UK’s National Institute for Health and Clinical Excellence [NICE 2008] recommends its use in all referrals of suspected TIA by General Practitioners (GPs) and accident and emergency (A&E) departments despite evidence of substantial disagreement between specialist and generalist scores [Kinsella et al 2011 and Wong et al 2012]. We studied the ABCD2 score’s use across different parts of the health service in order to analyse how the score and its associated proforma are used in everyday clinical practice.

Box 1: Description of the ABCD2 clinical prediction rule for stroke risk after TIA

<table>
<thead>
<tr>
<th>Age ≥ 60</th>
<th>1 point</th>
</tr>
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<tr>
<td>Blood Pressure ≥ 140/90 mmHg at acute evaluation</td>
<td>1 point</td>
</tr>
<tr>
<td>Clinical features</td>
<td>1 point for speech disturbance without weakness; 2 points for unilateral weakness</td>
</tr>
<tr>
<td>Duration</td>
<td>1 point for 10-59 minutes, 2 points for ≥ 60 minutes</td>
</tr>
<tr>
<td>Diabetes</td>
<td>1 point</td>
</tr>
</tbody>
</table>

Patients scoring 4 or more points are deemed high risk. [NICE 2008]
Our theoretical background comes from an area of social science research that looks at the increasing role of forms and other systems of standardisation in medical practice. Although protocols are frequently criticised because they constrain and dictate practice, rendering individual decision-making redundant, Timmermans and Berg [1997] argue that this criticism is misplaced. Rather, an inherent aspect of any useful protocol is that it can accommodate local deviation. Individuals invariably ‘tinker’ with them, whilst ensuring they are not undermined, such that they are workable for each specific circumstance. As a result, a protocol often becomes what has been termed a ‘boundary object’ [Leigh Star 2010]. This term refers to any item or procedure that is sufficiently standardised to ensure a common meaning or action is established across different specialist fields, yet also is sufficiently flexible to allow for adaptation to make it useful and meaningful in local contexts. As a result, though there may well be significant differences between various locations or areas of expertise, boundary objects serve to provide common ground, and are thus a way of establishing overall coherence and integration.

Methods

Participants and procedures

This study was a prelude to a randomised controlled trial of a novel method for stroke prevention in primary care. Participants were recruited from two locations (Cambridgeshire/Addenbrookes hospital and West Midlands/Queen Elizabeth hospital) to permit exploration of variation between sites. The TIA clinics in both areas had independently created proformas which they requested be completed for all referrals, in which the ABCD2 score was central.

Eligible GPs had to be within the catchment area of Addenbrooke’s or Queen Elizabeth hospital TIA clinic while staff members included any within these hospitals who regularly encountered patients with suspected TIA. GPs were approached by e-mail using the mailing lists of local research networks with one sampling criteria, that there should be a mix of GPs from Birmingham and Cambridgeshire (these GPs had an obligation and/or interest in participating in
research generally, and so this convenience sampling method greatly increased our response rate and reduced the chance of exclusively recruiting stroke enthusiasts), and nine of ten volunteer GPs contacted were interviewed: in total we interviewed six Cambridgeshire GPs and three Birmingham GPs. We identified our sample of secondary care informants by adopting a “snowball method”, starting with a consultant interview at each site and then progressively identifying key players in the TIA referral process: as a result we identified a cross section of staff involved in many potential TIA management pathways. Interviewees were approached by e-mail, telephone or in person, often with the assistance of the previous interviewee; all approached interviewees consented to interview: in total we interviewed two stroke consultants; three stroke nurses; two ultrasonographers involved in assessing TIA patients; one stroke team administrator (who liaised with patients, GPs and ensured ABCD2 score proformas were actioned) and one A&E triaging nurse. Five of the hospital staff came from Queen Elizabeth Hospital and four from Addenbrookes, with an equal number of doctors (one) and nurses (two) from each site.

**Interviews**

Face-to-face interviews followed a topic guide generated by the research team that was initially piloted. The focus was not specifically on the ABCD2 form, but rather to establish a qualitative understanding of experiences along the pathway from GP consultation to TIA clinic referral, inviting professionals to draw on past cases they had referred or been referred. Written consent was confirmed prior to interview, and interviews lasted on average one hour. They were audio-recorded and then transcribed verbatim by a professional transcription service. DE, NM (both GPs), SC (medical anthropologist), and SV (qualitative researcher) conducted the interviews at the hospital site (hospital staff members) or at the GP’s practice (GPs). The interviewer checked the full transcription against the audio-recording for accuracy. Question prompts are provided as an appendix.

**Analysis**
DE, SC and NM read through the transcripts and established central themes that were raised. An initial sample of transcripts was coded independently by DE and SC (using NVivo) to ensure reliability and to revise codes where necessary. Subsequent themes that emerged as these were applied to the remaining transcripts were always discussed within the team, and if adopted, coded across the entire dataset.

It was clear that much discussion regarding suspected TIAs - when it was appropriate to refer, whether they should be considered urgent cases, and possible patient pathways that could be followed - centred on the current use of the ABCD2 proforma. This was therefore identified as a pivotal issue that would serve to capture many of the more general comments made, and provide a specific focus to explore how a suspected TIA is negotiated in referral pathways. As a result, DE and SC undertook further analysis of the transcripts; any direct or indirect mention of the ABCD2 scoring system, or practical use of a proforma in the referral pathway, was consequently noted in every transcript in a thematic analysis. Further coding allowed a detailed typology of varying roles associated with the ABCD2 score and the proforma itself (if used); this included both positive and negative features of its use.

Results

Nine GPs and nine hospital staff took part in the study (see Table 1 for interviewee characteristics).

Table 1: Interviewee characteristics

<table>
<thead>
<tr>
<th>Role</th>
<th>Use the ABCD2 score?</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP, Cambridgeshire</td>
<td>yes</td>
</tr>
<tr>
<td>GP, Cambridgeshire</td>
<td>no</td>
</tr>
<tr>
<td>GP, West Midlands</td>
<td>yes</td>
</tr>
<tr>
<td>Consultant</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke specialist nurse</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke staff nurse</td>
<td>no</td>
</tr>
<tr>
<td>A&amp;E department triage nurse</td>
<td>no</td>
</tr>
</tbody>
</table>
Use of ABCD2 amongst health professionals

Even though a relatively small sample of GPs and secondary care staff who use the score were interviewed, a surprising variety of different uses for the proforma/ABCD2 score were described (See Tables 2 and 3).

**Table 2: Roles of the ABCD2 proforma with exemplar quotes**

<table>
<thead>
<tr>
<th>Role</th>
<th>Exemplar Quote</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Might generate medico-legal threat</td>
<td>“You might have to justify in the future why you haven’t followed a guideline” (901, Cambridgeshire GP)</td>
</tr>
<tr>
<td>2. Demonstrates need for urgency to patient</td>
<td>“it sometimes provokes a little bit of alarm” (701, Cambridgeshire GP)</td>
</tr>
<tr>
<td>3. Educates the patient</td>
<td>“when things have sometimes had the hospital stamp of approval, it’s easier to explain things, so they see a clear-cut pathway basically” (702, Cambridgeshire GP)</td>
</tr>
<tr>
<td>4. Diagnostic tool</td>
<td>“you’ve got the tick box, it helps define what is a TIA and that score thing is very helpful” (605, Birmingham GP)</td>
</tr>
<tr>
<td>5. Prognostic tool</td>
<td>“a lower score makes it okay to send it to the next TIA clinic and a higher score you send it urgently” (702, Cambridgeshire GP)</td>
</tr>
<tr>
<td>6. Demonstrates need for urgency to the GP</td>
<td>“It didn’t feel right to send somebody to hospital very urgently who seems perfectly alright… Having the score there sort of gives you a bit of confidence to do just that” (703, Cambridgeshire GP)</td>
</tr>
<tr>
<td>7. Facilitates smoother patient pathway</td>
<td>“It’s just simpler because we know what they need and it’s a way of getting it” (610, Birmingham GP)</td>
</tr>
<tr>
<td>8. Educates/reminds the GP what to do</td>
<td>“I usually dig it out if I’m thinking to refer somebody to that clinic just to remind myself… it’s always useful to have something in front of you” (605, Birmingham GP)</td>
</tr>
<tr>
<td>9. Distils a complex history</td>
<td>“you simply go ‘Okay, you fit a number, you need to go in, we need to refer you, there’s a degree of urgency’” (701, Cambridgeshire GP)</td>
</tr>
<tr>
<td>10. Obscures a complex history</td>
<td>“You get an idea from the actual GP, the history and what the patient’s told you more than you can from the score really” (606,</td>
</tr>
</tbody>
</table>

| Ultrasoundographer | no |
| Clinic administrator | yes |
Table 3: Comparing roles of the ABCD2 score by GPs and by hospital staff

<table>
<thead>
<tr>
<th></th>
<th>Primary care staff (nine GPs &amp; one A&amp;E triage nurse)</th>
<th>Specialist doctors, nurses &amp; administrator</th>
<th>Hospital support staff (technicians &amp; staff nurse)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never use the score</td>
<td>40% (n=4)</td>
<td>100% (n=3)</td>
<td></td>
</tr>
<tr>
<td>Do use the score</td>
<td>60% (n=6)</td>
<td>100% (n=5)</td>
<td></td>
</tr>
<tr>
<td>Might generate medico-legal threat</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrates need for urgency to patient</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educates the patient</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diagnostic tool</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prognostic tool</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>Demonstrates need for urgency to the GP</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
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<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>Obscures a complex history</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Misleading GPs about diagnosis</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Use of the ABCD2 in general practice

For those GPs who use the scoring system, it was clear that they both liked and complied with its use as it offers a tangible means to navigate the referral system. Most did not ever consider their scoring as inaccurate. However, they primarily regard it as the key mechanism to access services on behalf of a patient, at which point a more definitive diagnosis be made based on specialist expertise and technological procedures:

*It was just a case of looking, getting the score and then speaking to the medical liaison sister…. I think it’s quite useful, I really quite like that scoring system because it does give you a bit of confidence about what to do, because otherwise it can be a bit nebulous.*

Cambridgeshire GP, 703

GPs described how they didn’t feel the need to make a definitive diagnosis, but rather used the form to defer this to the hospital. Thus, the scoring system serves as a tool to systematise their evaluation of a patient within their consultation, yet also ensures a referral to secondary care happens swiftly.

When completing the form, GPs consider potentially relevant patient history to be a broad category. Beyond the specific clinical focus that might relate to a suspected TIA, many express how they cannot simply ignore a wide range of other factors that might possibly be central to the patients’ current health status. These aspects, which are not part of the scoring system, can consequently influence how scores are eventually arrived at as GPs try to assess what the consequence of an overall score is likely to be:

*Obviously each patient’s not the same, so sometimes you do need a little bit of adaption.*
GPs also adapted their own management in response to the form, for example using it to remind them about TIsAs, to educate the patient, or to persuade patients that the problem was urgent and that referral needed to be carried out urgently.

**The ABCD2 use by hospital staff**

Hospital staff viewed the score more restrictively as a reliable record of the clinical event itself. As a result, they sometimes view the GPs approach as problematic or even careless, since it leads to what they view as inaccuracies and inappropriate referrals:

*If we all did what we’re meant to, it would be great*

Stroke consultant, 711

Unlike the GPs, who view the score within their own consultations as a checklist to ensure sufficient scope of questioning and externally as a mechanism to justify referral, staff in the hospital see the score as ideally an objective evaluation of severity of prognosis.

*Our protocol I think it is quite clear... it’s about a three or four page document, it gives them [GPs] advice on which medications to start, how to administer the ABCD2 score, and then lots of ways for different people.*

Stroke consultant 711

As a natural consequence of this perspective, patients who, it turns out, have not had TIsAs but satisfied the scoring to some degree are said to “mimic” genuine TIA patients according to the criteria set out in the ABCD2 form:

*We get so many mimics referred to the clinic, making sure you’re dealing with the right diagnosis is probably the first issue.*

Specialist nurse, 602
Various negative terms including “uneducated”, “inappropriate”, “challenging” and “dubious” are also used to describe referrals or patients in similar circumstances.

Many of the interviews with hospital staff acknowledged that a GP or emergency doctor may “misbehave” or “use [the TIA clinic] as a place to send patients they don’t know what to do with” and refer patients that they know cannot be a “genuine” TIA. The ABCD2 score is also seen as potentially misleading when used inappropriately:

> I think we would say if you start from the right place, the ABCD2 scores would discriminate between the high risk and the low risk and people who need urgent and maybe less urgent investigations, but... a lot of people that we see in the clinic I’d imagine their age is probably somewhere in their 80s, then they inappropriately score high than other conditions. So it had no diagnostic value, the ABCD2 score, but it’s got some prognostic value in relation to high risk, low risk stuff. So I think people are using it as a sort of diagnostic tool for TIA, that’s how it’s used inappropriately.

Stroke consultant, 711

This concern about reliability, however, is most relevant if the ABCD2 proforma system is meant to serve exactly the same single purpose within both primary and secondary care. Secondary care users of the ABCD2 score emphasised the original intended use of the ABCD2 score (prognostication) more and discussed a greater number of negative alternate roles of the ABCD2 score (diagnostically confusing, obscuring the history, a barrier to appropriate care) versus primary care users of the ABCD2 score.

**ABCD2 non-users**

Our interviews revealed that hospital staff not involved in triaging referrals - two radiographers and a nurse involved in scanning and caring for patients with TIA on a weekly basis - were unaware of the ABCD2 score. Similarly, a proportion of primary care staff interviewed also do not currently use the ABCD2 proforma (40%, n=4, three
GPs and one A&E triage nurse). All cited lack of knowledge, but gave differing interpretations as to why this is so. One GP was “ashamed” but three interviewees felt they didn’t use the score or proforma with good reason:

*I’m not familiar I have to say, but I think it would be mostly in my history already.*

Cambridgeshire GP, 801

*I don’t think I was aware of it really, I imagine this is some sort of guideline system is it?... you wouldn’t believe how many guidelines there are.*

Cambridgeshire GP, 901

*If you’re going to use a scoring system it needs to be universal... everybody needs to be aware of it for it to be an effective tool.*

A&E triage nurse, 714

Overall our findings describe both the varied use of the form, and also the way it functions to provide a simple linkage between primary and secondary care. When the ABCD2 proforma is not adopted, GPs rely on methods such as referral letters and sending patients directly to A&E, communication and contact is largely one way and is not shaped by the expectations of secondary care.

**Discussion**

Whilst it might be argued that this study is limited by the number of interviews conducted, it nevertheless is based on a commitment to capture as broad a set of views from relevant actors as possible. The choice to focus on just two centres of practice (Birmingham and Cambridge), brings the advantage of being able to elicit some specific and subtle descriptions but inevitably limits the generalisation of findings. Nevertheless, the overall argument concerning the multiple function of the ABCD2 score, and the adoption of protocols more generally, is robust given the general consistency of the data collected.
Our interviews with a range of health professionals clearly show that the apparently simple ABCD2 scoring system adopted within GP referral proformas serves a variety of different roles. We identified 13 functions, both positive and negative; of these, five were shared, four were specific to GPs, and four were specific to hospital staff. Whilst we are not claiming that the classification is definitive or exactly defined, this variety suggests that the proforma does not only standardise but can also sustain sufficient flexibility to serve a range of local purposes. This suggests that efforts to improve prognostic accuracy of clinical prediction rules [Calvet et al 2009; Asimos et al 2009; Ay et al 2009; Giles et al 2010] should be accompanied by research and development of the other aspects of their usefulness.

Complex scientific fields such as medicine inevitably involve multiple domains of expertise, each of which has its own perspective and priorities that shapes the way things being studied are conceived and dealt with [Mol, 2002]. In order for pluralism across different subfields not to lead to fragmentation, there has to be what contemporary philosopher Hacking [1996] calls conceptual “unifiers” that span and integrate any discontinuities. In this vein, the notion of a “boundary object” describes those things, whether material or theoretical, that are both sufficiently stable to be treated as the same thing by different groups of scientists, and yet also flexible enough for them to operate and make sense with each of the different subfields [Leigh Star 2010].

In our study of the referral of suspected TIA patients from GP practices to the TIA clinic, one might have initially assumed that the “boundary object” is the patient, since she obviously moves from one site to another and apparently aligns primary and secondary services. However, our interviews reveal that the patient is not considered the chief means by which the two sites connect and establish a common point of reference, rather, it is the completed ABCD2 form.

Clinical prediction research needs to have a post-implementation phase in order to understand how the original research is used in practice, since this will determine its ultimate effect on processes of care and clinical outcomes. In current clinical practice, GPs could utilise a greater awareness of how clinical prediction rules practically function
to improve referrals and referral pathways, and should consider communicating their significance to patients.
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Title:
Varying uses of the ABCD2 scoring system in primary and secondary care: a qualitative study

Names, addresses and positions of all authors:

Edwards, Duncan
Corresponding Author
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
dae31@medschl.cam.ac.uk, General Practitioner and Clinical Research Associate

Cohn, Simon R
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
simon.cohn@medschl.cam.ac.uk, Senior Lecturer

Mavaddat, Nahal
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
nm212@medschl.cam.ac.uk, General Practitioner and Clinical Lecturer

Virdee, Satnam K
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom
s.virdee@bham.ac.uk, Research Associate

Lasserson, Daniel
University of Oxford, Department of Primary Care Health Sciences
Oxford, United Kingdom
daniel.lasserson@phc.ox.ac.uk, General Practitioner and Senior Clinical Researcher

Milner, Siobhan
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom

s.l.milner@bham.ac.uk, Project Officer

Giles, Matthew Francis
University of Oxford, Stroke Prevention Research Unit
NIHR Biomedical Research Centre, John Radcliffe Hospital, Oxford, United Kingdom

matthew.giles@clneuro.ox.ac.uk, Consultant Physician and Senior Research Fellow

McManus, Richard J
University of Oxford, Department of Primary Health Care
Oxford, United Kingdom

richard.mcmanus@phc.ox.ac.uk, General Practitioner and Professor of Primary Care Research

Mant, Jonathan
University of Cambridge, Primary Care Unit
Cambridge, United Kingdom

jm677@medschl.cam.ac.uk, Professor of Primary Care Research

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DE, SC, NM, SM and JM developed the original idea and protocol. DE, SC, NM and SV conducted the interviews. DE and SC led the qualitative analysis and drafted the paper. DE, SC, NM, SV, DL, SM, MG, RM and JM contributed to the writing of the final version of the paper. DE is the guarantor.
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**ABSTRACT**

**Objectives:** To explore the usage of the ABCD2 risk stratification score by general practitioners and hospital staff during the referral of patients with suspected transient ischaemic attack (TIA) or minor stroke.

**Design:** Qualitative study using semi-structured interviews.

**Setting:** Nine general practices and two hospital sites in England (Birmingham and Cambridge).

**Participants:** Nine general practitioners, nine hospital staff (two consultants, four nurses, two ultrasonographers and one administrator) and 12 patients with recently suspected transient ischaemic attack or minor stroke (within the previous three months).

**Results:** In both sites, clinicians used a referral proforma based around the ABCD2 scoring system for a range of purposes including self-education, to assist emphasising urgency to the patient, as a referral pathway facilitator and as a diagnostic tool. Negative views of its role included potential medico-legal threat, that it was a barrier to appropriate care, and led to mis-diagnosis. Despite having differing uses by different clinicians, the ABCD2 proforma was the central means of inter-professional communication in TIA referrals across both sites. No patients were aware of their ABCD2 score.
Conclusions: Understanding how prediction rules are used in practice is key to determining their impact on processes of care and clinical outcomes. In practice, GPs and their colleagues use the ABCD2 score in subtly different ways and it functions as a “boundary object” by both accommodating these multiple purposes, yet still successfully aiding communication between them.
Introduction

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Despite the increasing use of proformas, there is only limited research into their use or impact [Akbari et al 2008]. For example, the ABCD2 score was derived and validated in secondary care as a prognostic score, yet the UK’s National Institute for Health and Clinical Excellence [NICE 2008] recommends its use in all referrals of suspected TIA by General Practitioners (GPs) and accident and emergency (A&E) departments despite evidence of substantial disagreement between specialist and generalist scores [Kinsella et al 2011 and Wong et al 2012]. We studied the ABCD2 score’s use across different parts of the health service in order to analyse how the score and its associated proforma are used in everyday clinical practice.

Box 1: Description of the ABCD2 clinical prediction rule for stroke risk after TIA

| Age ≥ 60 | 1 point |
| Blood Pressure ≥ 140/90 mmHg at acute evaluation | 1 point |
| Clinical features | 1 point for speech disturbance without weakness; 2 points for unilateral weakness |
| Duration | 1 point for 10-59 minutes, 2 points for ≥ 60 minutes |
| Diabetes | 1 point |

Patients scoring 4 or more points are deemed high risk. [NICE 2008]
Our theoretical background comes from an area of social science research that looks at the increasing role of forms and other systems of standardisation in medical practice. Although protocols are frequently criticised because they constrain and dictate practice, rendering individual decision-making redundant, Timmermans and Berg [1997] argue that this criticism is misplaced. Rather, an inherent aspect of any useful protocol is that it can accommodate local deviation. Individuals invariably ‘tinker’ with them, whilst ensuring they are not undermined, such that they are workable for each specific circumstance. As a result, a protocol often becomes what has been termed a ‘boundary object’ [Leigh Star 2010]. This term refers to any item or procedure that is sufficiently standardised to ensure a common meaning or action is established across different specialist fields, yet also is sufficiently flexible to allow for adaptation to make it useful and meaningful in local contexts. As a result, though there may well be significant differences between various locations or areas of expertise, boundary objects serve to provide common ground, and are thus a way of establishing overall coherence and integration.

Methods

Participants and procedures

This study was a prelude to a randomised controlled trial of a novel method for stroke prevention in primary care. Participants were recruited from two locations (Cambridgeshire/Addenbrookes hospital and West Midlands/Queen Elizabeth hospital) to permit exploration of variation between sites. The TIA clinics in both areas had independently created proformas which they requested be completed for all referrals, in which the ABCD2 score was central.

Eligible GPs had to be within the catchment area of Addenbrooke’s or Queen Elizabeth hospital TIA clinic while staff members included any within these hospitals who regularly encountered patients with suspected TIA. GPs were approached by e-mail using the mailing lists of local research networks with one sampling criteria, that there should be a mix of GPs from Birmingham and Cambridgeshire (these GPs had an obligation and/or interest in participating in research generally, and so this convenience sampling
The method greatly increased our response rate and reduced the chance of exclusively recruiting stroke enthusiasts (rather than being stroke research enthusiasts), and all nine of ten volunteer GPs with whom we could arrange interviews contacted were interviewed. In total we interviewed six Cambridgeshire GPs and three Birmingham GPs. We identified our sample of secondary care informants by adopting a “cascade snowball method”, starting with a consultant interview at each site and then progressively identifying key players in the TIA referral process: based on discussing in depth with each interviewee with whom they had significantly liaised. As a result we identified a cross section of staff we might otherwise have missed involved in many potential TIA management pathways. Interviewees were approached by e-mail, telephone or in person, often with the assistance of the previous interviewee; all approached interviewees consented to interview. In total we interviewed six Cambridgeshire GPs and three Birmingham GPs; two stroke consultants; three stroke nurses; two ultrasonographers involved in assessing TIA patients; one stroke team administrator (who liaised with patients, GPs and ensured ABCD2 score proformas were actioned) and one A&E triaging nurse. Five of the hospital staff came from Queen Elizabeth Hospital and four from Addenbrookes, with an equal number of doctors (one) and nurses (two) from each site.

In addition, twelve patients were interviewed in their homes within 3 months of being seen in the Addenbrookes or Queen Elizabeth hospital clinic with a suspected TIA. Of these, seven had had a TIA or minor stroke diagnosis confirmed.

**Interviews**

Face-to-face interviews followed a topic guide generated by the research team that was initially piloted. The focus was not specifically on the ABCD2 form, but rather to establish a qualitative understanding of experiences along the pathway from GP consultation to TIA clinic referral, inviting professionals to draw on past cases they had referred or been referred. A set of interviews with patients was also conducted; these form a very limited part of our analysis here as in all twelve cases they were unaware of the ABCD2 score or its role in their referral. Written consent was confirmed prior to
Interviews lasted on average one hour. They were audio-recorded and then transcribed verbatim by a professional transcription service. DE, NM (both GPs), SC (medical anthropologist), and SV (qualitative researcher) conducted the interviews at the hospital site (hospital staff members) or at the GP’s practice (GPs), or at the patient’s home. The interviewer checked the full transcription against the audio-recording for accuracy. Question prompts are provided as an appendix.

Analysis
DE, SC and NM read through the transcripts and established central themes that were raised. An initial sample of transcripts was coded independently by DE and SC (using NVivo) to ensure reliability and to revise codes where necessary. Subsequent themes that emerged as these were applied to the remaining transcripts were always discussed within the team, and if adopted, coded across the entire dataset.

It was clear that much discussion regarding suspected TIAs - when it was appropriate to refer, whether they should be considered urgent cases, and possible patient pathways that could be followed - centred on the current use of the ABCD2 proforma. This was therefore identified as a pivotal issue that would serve to capture many of the more general comments made, and provide a specific focus to explore how a suspected TIA is negotiated in referral pathways. As a result, DE and SC undertook further analysis of the transcripts; any direct or indirect mention of the ABCD2 scoring system, or practical use of a proforma in the referral pathway, was consequently noted in every transcript in a thematic analysis. Further coding allowed a detailed typology of varying roles associated with the ABCD2 score and the proforma itself (if used); this included both positive and negative features of its use.

Results
Nine GPs, twelve patients, and nine hospital staff took part in the study (see Table 1 for interviewee characteristics).

Table 1: Interviewee characteristics
Awareness of ABCD2 amongst patients
Although many of the patients spontaneously mentioned the FAST campaign, none were aware that there was a system that calculated their risk of having a stroke after a suspected TIA, or that there was a related form that their GP might have used to assist making a referral. This finding is of particular interest in light of the significance the score is given by some GPs and hospital staff.

Use of ABCD2 amongst health professionals
Even though a relatively small sample of GPs and secondary care staff who use the score were interviewed, a surprising variety of different uses for the proforma/ABCD2 score were described (See Tables 2 and 3).

Table 2: Roles of the ABCD2 proforma with exemplar quotes

<table>
<thead>
<tr>
<th>Role</th>
<th>Use the ABCD2 score?</th>
<th>Exemplar quote</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP, Cambridgeshire</td>
<td>yes</td>
<td>“You might have to justify in the future why you haven’t followed a guideline” (901, Cambridgeshire GP)</td>
</tr>
<tr>
<td>GP, Cambridgeshire</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>GP, West Midlands</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>Consultant</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>Stroke specialist nurse</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>Stroke staff nurse</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>A&amp;E department triage nurse</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>Ultrasoundographer</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>Clinic administrator</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>Six Cambridgeshire patients</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>Six West Midlands patients</td>
<td>no</td>
<td></td>
</tr>
</tbody>
</table>

1. Might generate medico-legal threat
2. Demonstrates need for urgency to patient
3. Educates the patient

“when things have sometimes had the hospital stamp of approval, it’s easier to explain things, so they see a clear-cut pathway
4. **Diagnostic tool**
   “you’ve got the tick box, it helps define what is a TIA and that score thing is very helpful” (605, Birmingham GP)

5. **Prognostic tool**
   “a lower score makes it okay to send it to the next TIA clinic and a higher score you send it urgently” (702, Cambridgeshire GP)

6. **Demonstrates need for urgency to the GP**
   “It didn’t feel right to send somebody to hospital very urgently who seems perfectly alright… Having the score there sort of gives you a bit of confidence to do just that” (703, Cambridgeshire GP)

7. **Facilitates smoother patient pathway**
   “It’s just simpler because we know what they need and it’s a way of getting it” (610, Birmingham GP)

8. **Educates/reminds the GP what to do**
   “I usually dig it out if I’m thinking to refer somebody to that clinic just to remind myself… it’s always useful to have something in front of you” (605, Birmingham GP)

9. **Distils a complex history**
   “you simply go ‘Okay, you fit a number, you need to go in, we need to refer you, there’s a degree of urgency’” (701, Cambridgeshire GP)

10. **Obscures a complex history**
   “You get an idea from the actual GP, the history and what the patient’s told you more than you can from the score really” (606, specialist nurse)

11. **Misleading GPs about diagnosis**
   “If you start from the right places, that this was a TIA, it’s fine, but as I say, just because you’re 80, you’ve got diabetes and hypertension, you automatically score three… so it has no diagnostic value, the ABCD2 score” (711, consultant)

12. **Prevents inappropriate referrals**
   “Some GPs lie to get them into clinic. Not so much now that we’ve changed the pro forma” (710, specialist nurse)

13. **Barrier to appropriate care**
   “Our vision… would be to have a TIA hotline… and using that system I wouldn’t bother using the ABCD2 score” (602, consultant)

### Table 3: Comparing roles of the ABCD2 score by GPs and by hospital staff

<table>
<thead>
<tr>
<th></th>
<th>Primary care staff (nine GPs &amp; one A&amp;E triage nurse)</th>
<th>Specialist doctors, nurses &amp; administrator</th>
<th>Hospital support staff (technicians &amp; staff nurse)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never use the score</td>
<td>40% (n=4)</td>
<td></td>
<td>100% (n=3)</td>
</tr>
<tr>
<td>Do use the score</td>
<td>60% (n=6)</td>
<td>100% (n=5)</td>
<td></td>
</tr>
</tbody>
</table>
Might generate medico-legal threat | X |
---|---
Demonstrates need for urgency to patient | X |
Educates the patient | X |
Diagnostic tool | X |
Prognostic tool | X |
Demonstrates need for urgency to the GP | X |
Facilitates smoother patient pathway | X |
Educates/reminds the GP what to do | X |
Distils a complex history | X |
Obscures a complex history | |
Misleading GPs about diagnosis | |
Prevents inappropriate referrals | X |
Barrier to appropriate care | X |

Note: X indicates this theme was raised by at least one of the participants of the sub-group

**Use of the ABCD2 in general practice**

For those GPs who use the scoring system, it was clear that they both liked and complied with its use as it offers a tangible means to navigate the referral system. Most did not ever consider their scoring as inaccurate. However, they primarily regard it as the key mechanism to access services on behalf of a patient, at which point a more definitive diagnosis be made based on specialist expertise and technological procedures:

*It was just a case of looking, getting the score and then speaking to the medical liaison sister.... I think it’s quite useful, I really quite like that scoring system because it does give you a bit of confidence about what to do, because otherwise it can be a bit nebulous.*

Cambridgeshire GP, 703
GPs described how they didn’t feel the need to make a definitive diagnosis, but rather used the form to defer this to the hospital. Thus, the scoring system serves as a tool to systematise their evaluation of a patient within their consultation, yet also ensures a referral to secondary care happens swiftly.

When completing the form, GPs consider potentially relevant patient history to be a broad category. Beyond the specific clinical focus that might relate to a suspected TIA, many express how they cannot simply ignore a wide range of other factors that might possibly be central to the patients’ current health status. These aspects, which are not part of the scoring system, can consequently influence how scores are eventually arrived at as GPs try to assess what the consequence of an overall score is likely to be:

> Obviously each patient’s not the same, so sometimes you do need a little bit of adaption.

Birmingham GP, 608

GPs also adapted their own management in response to the form, for example using it to remind them about TIAs, to educate the patient, or to persuade patients that the problem was urgent and that referral needed to be carried out urgently.

**The ABCD2 use by hospital staff**

Hospital staff viewed the score more restrictively as a reliable record of the clinical event itself. As a result, they sometimes view the GPs approach as problematic or even careless, since it leads to what they view as inaccuracies and inappropriate referrals:

> If we all did what we’re meant to, it would be great

Stroke consultant, 711

Unlike the GPs, who view the score within their own consultations as a checklist to ensure sufficient scope of questioning and externally as a mechanism to justify referral,
staff in the hospital see the score as ideally an objective evaluation of severity of prognosis.

Our protocol I think it is quite clear... it’s about a three or four page document, it gives them [GPs] advice on which medications to start, how to administer the ABCD2 score, and then lots of ways for different people.

Stroke consultant 711

As a natural consequence of this perspective, patients who, it turns out, have not had TIAs but satisfied the scoring to some degree are said to “mimic” genuine TIA patients according to the criteria set out in the ABCD2 form:

We get so many mimics referred to the clinic, making sure you’re dealing with the right diagnosis is probably the first issue.

Specialist nurse, 602

Various negative terms including “uneducated”, “inappropriate”, “challenging” and “dubious” are also used to describe referrals or patients in similar circumstances.

Many of the interviews with hospital staff acknowledged that a GP or emergency doctor may “misbehave” or “use [the TIA clinic] as a place to send patients they don’t know what to do with” and refer patients that they know cannot be a “genuine” TIA. The ABCD2 score is also seen as potentially misleading when used inappropriately:

I think we would say if you start from the right place, the ABCD2 scores would discriminate between the high risk and the low risk and people who need urgent and maybe less urgent investigations, but... a lot of people that we see in the clinic I’d imagine their age is probably somewhere in their 80s, then they inappropriately score high than other conditions. So it had no diagnostic value, the ABCD2 score, but it’s got some prognostic value in relation to high risk, low
risk stuff. So I think people are using it as a sort of diagnostic tool for TIA, that’s how it’s used inappropriately.

Stroke consultant, 711

This concern about reliability, however, is most relevant if the ABCD2 proforma system is meant to serve exactly the same single purpose within both primary and secondary care. Secondary care users of the ABCD2 score emphasised the original intended use of the ABCD2 score (prognostication) more and discussed a greater number of negative alternate roles of the ABCD2 score (diagnostically confusing, obscuring the history, a barrier to appropriate care) versus primary care users of the ABCD2 score.

ABCD2 non-users

As noted, none of the 12 patients were aware of the role of the ABCD2 proforma in the management of their case, even though some GPs said they drew on it to explain and stress urgency to patients. Thus, although the ABCD2 proforma is a significant tool for many health professionals, it is probably not part of most patients’ experience and does not influence how they relate to their problem. Our interviews also revealed that hospital staff not involved in triaging referrals - two radiographers and a nurse involved in scanning and caring for patients with TIA on a weekly basis - were also unaware of the ABCD2 score.

Similarly, a proportion of primary care staff interviewed also do not currently use the ABCD2 proforma (40%, n=4, three GPs and one A&E triage nurse). All cited lack of knowledge, but gave differing interpretations as to why this is so. One GP was “ashamed” but three interviewees felt they didn’t use the score or proforma with good reason:

I’m not familiar I have to say, but I think it would be mostly in my history already.

Cambridgeshire GP, 801
I don't think I was aware of it really, I imagine this is some sort of guideline system is it?... you wouldn't believe how many guidelines there are.

Cambridgeshire GP, 901

If you’re going to use a scoring system it needs to be universal... everybody needs to be aware of it for it to be an effective tool.

A&E triage nurse, 714

Overall our findings describe both the varied use of the form, and also the way it functions to provide a simple linkage between primary and secondary care. When the ABCD2 proforma is not adopted, GPs rely on methods such as referral letters and sending patients directly to A&E, communication and contact is largely one way and is not shaped by the expectations of secondary care.

Discussion

Whilst it might be argued that this study is limited by the number of interviews conducted, it nevertheless is based on a commitment to capture as broad a set of views from relevant actors as possible. The choice to focus on just two centres of practice (Birmingham and Cambridge), brings the advantage of being able to elicit some specific and subtle descriptions but inevitably limits the generalisation of findings. Nevertheless, the overall argument concerning the multiple function of the ABCD2 score, and the adoption of protocols more generally, is robust given the general consistency of the data collected.

Our interviews with a range of health professionals clearly show that the apparently simple ABCD2 scoring system adopted within GP referral proformas serves a variety of different roles. We identified 13 functions, both positive and negative; of these, five were shared, four were specific to GPs, and four were specific to hospital staff. Whilst we are not claiming that the classification is definitive or exactly defined, this variety suggests that the proforma does not only standardise but can also sustain sufficient flexibility to serve a range of local purposes. This suggests that efforts to improve prognostic accuracy
of clinical prediction rules [Calvet et al 2009; Asimos et al 2009; Ay et al 2009; Giles et al 2010] should be accompanied by research and development of the other aspects of their usefulness.

Complex scientific fields such as medicine inevitably involve multiple domains of expertise, each of which has its own perspective and priorities that shapes the way things being studied are conceived and dealt with [Mol, 2002]. In order for pluralism across different subfields not to lead to fragmentation, there has to be what contemporary philosopher Hacking [1996] calls conceptual “unifiers” that span and integrate any discontinuities. In this vein, the notion of a “boundary object” describes those things, whether material or theoretical, that are both sufficiently stable to be treated as the same thing by different groups of scientists, and yet also flexible enough for them to operate and make sense with each of the different subfields [Leigh Star 2010].

In our study of the referral of suspected TIA patients from GP practices to the TIA clinic, one might have initially assumed that the “boundary object” is the patient, since she obviously moves from one site to another and apparently aligns primary and secondary services. However, our interviews reveal that the patient is not considered the chief means by which the two sites connect and establish a common point of reference, rather, it is the completed ABCD2 form.

Clinical prediction research needs to have a post-implementation phase in order to understand how the original research is used in practice, since this will determine its ultimate effect on processes of care and clinical outcomes. In current clinical practice, GPs could utilise a greater awareness of how clinical prediction rules practically function to improve referrals and referral pathways, and should consider communicating their significance to patients.
References


Kinsella JA, Tobin WO, Cogan N, McCabe DJ. Interobserver agreement in ABCD scoring between non-stroke specialists and vascular neurologists following suspected TIA is only fair. *J Neurol* 2011;258(6):1001-1007.


Royal College of Physicians. National sentinel stroke audit; organisational audit. 2010. London, RCP.

Royal College of Physicians. National sentinel stroke audit; organisational audit. 2010. London, RCP.


Possible questions to ask GP

1. (5) Why do you refer patients to the TIA clinic?
   a. What things do you do before making a referral to the TIA clinic?
   b. What criteria do you personally draw on in order to decide whether to refer or not?
   c. Do you routinely use the ABCD2 score? How is it helpful?
   d. How much do you say to patients and how much do you leave for the clinic?

2. How do you interact with patients who you suspect have had a TIA?
   a. Are they well?
   b. Are they ill?

3. NO QUESTION

4. Specifically for patients with suspected TIA, is continuity of care a significant issue?
   a. i.e. is it important they see their “own” GP?
   b. i.e. is it important they are seen at their regular practice rather than out of hours?
   c. i.e. is it important they are seen at their regular practice rather than in A&E?

5. INCORPORATED INTO QUESTION 1

6. NO QUESTION

7. Do you feel patients have to wait long to be seen at the TIA clinic?
   a. Does it make sense for patients to have different waiting times?
   b. Are you aware of difficulties some patients have with waiting?

8. What do you think your role is when seeing patients with suspected TIA?

9. Could you tell me what your relationship with TIA clinic is like?
   a. Are there particular people at the clinic that you have a working relationship with?
   b. Where else might you send patients that you don’t send to the TIA clinic?

10. Do you know what happens to patients when you refer them to the TIA clinic?
    a. How do you normally hear back from the clinic?

11. What happens after the patient is discharged from the clinic?
12. Do you currently ask some patients with suspected TIA to take any new medications or to do anything differently?

13. We’re interested in the differences between GP and hospital care for treating patients with suspected TIA.
   a. Do you think there should be any change in the way things work between the GP and the hospital?
   b. What do you think about the idea of changing things – perhaps having more of a role so that things might happen a little earlier?
   c. What if you started patients on extra medications before they came to the hospital e.g. adding dipyramadole, a statin and aggressive BP control before they go to the hospital?
   d. Can you see any problems or advantages with this?

14. How comfortable are you with deciding a patient needs extra medications for a suspected TIA?
   a. How do you feel about starting these before they’ve had any tests?
   b. How comfortable are you with the TIA clinic starting a patient on life long medications based on their diagnosis of TIA?

15. A future trial will be looking at improving treatment of TIA through getting GPs to prescribe extra medications for half the patients in the study.
   a. Patients will be randomised to be given the new treatment or the current treatment – what’s your feeling about this?
   b. Whichever treatment is given, it would need to be given immediately – how much information should be given to patients?
   c. Because quick treatment is crucial, it would be the GP who was helping the patient decide right there and then whether to take part in the research – what’s your feeling about this?
   d. Would you experience any dilemma in randomising the treatment of your patient?
   e. The trial would require the GP to fill in a form, much like the current referral proforma, phone a telephone number (for the randomization), invite the patient to participate, and treat the patient. What is the best way of doing this?
1. [5] Why are patients referred to the TIA clinic?
   a. By whom are patients referred?
   b. What are the reasons patients themselves attend the TIA clinic?
   c. What things do referrers do before making a referral to the TIA clinic?
   d. Do referrers routinely use the ABCD2 score? How is it helpful?
   e. How much do GPs say to patients and how much do they leave for the clinic?

2. How do you interact with patients who you suspect have had a TIA?
   a. Are they well?
   b. Are they ill?

3. NO QUESTION

4. Specifically for patients with suspected TIA, is continuity of care a significant issue?
   a. i.e. is it important they see their “own” GP?
   b. i.e. is it different if they are seen at their regular GP practice rather than in A&E?

5. INCORPORATED INTO QUESTION 1 & 8

6. NO QUESTION

7. Do you feel patients have to wait long to be seen at the TIA clinic?
   a. Does it make sense for patients to have different waiting times?
   b. Are you aware of difficulties some patients have with waiting?

8. What do you think your role is when seeing patients with suspected TIA?

9. Do you work well together with GPs? How about A&E and other referrers?

10. INCORPORATED INTO QUESTION 8

11. What happens after the patient is discharged from the clinic?

12. Do GPs currently ask some patients with suspected TIA to take any new medications or to do anything differently?

13. We’re interested in the differences between GP and hospital care for treating patients with suspected TIA.
   a. Do you think there should be any change in the way things work between the GP and the hospital?
   b. What do you think about the idea of changing things – perhaps giving GPs more of a role so that things might happen a little earlier?
c. What if GPs started patients on extra medications before they came to the hospital e.g. adding dipyradamine, a statin and aggressive BP control before they go to the hospital?

d. Can you see any problems or advantages with this?

14. How happy or comfortable are you with GPs deciding a patient needs extra medications for a suspected TIA?
   a. How do you feel about GPs starting these before they’ve had any tests?
   b. How comfortable are you yourself in starting a patient on life long medications for a TIA?

15. A future study will be looking at improving treatment of TIA through getting GPs to prescribe extra medications for half the patients in the study.
   a. Patients will be randomised to be given the new treatment or the current treatment – what’s your feeling about this?
   b. Whichever treatment is given, it would need to be given immediately by the GP – how much information should be given to patients?
   c. Because quick treatment is crucial, it would be the GP who was helping the patient decide right there and then whether to take part in the research – what’s your feeling about this?
Reviewer(s)' Comments to Author:

Reviewer: Dr Jenni Murray
Leeds Institute of Health Sciences
University of Leeds

Further description of the analytic framework is required. THIS IS MENTIONED - THEMATIC ANALYSIS

It is not clear what themes are being presented. UNCLEAR WHAT THIS COMMENT MEANS. WE HAVE ALIGNED OUR METHODOLOGY WITH THEMATIC ANALYSIS AND AS DESCRIBED IN THE ANALYSIS SECTION OUR MAJOR OUTPUT FROM THIS WAS TO DEVELOP A DETAILED TYPOLOGY OF ROLES, PRESENTED IN TABLE 2.

It would be useful if the paper could give some background as to how the ABCD2 tool is used in clinical practice - does it for example improve the appropriateness of referrals to TIA clinics
A BRIEF SUMMARY IS PROVIDED IN PARAGRAPH 2 OF THE INTRODUCTION - THERE IS LIMITED RESEARCH AS TO THE EFFECTS ON PRACTICE OF PROFORMAS OR THE ABCD2 SCORE.

The authors manuscript would benefit from closer adherence to for example the COREQ. A reporting tool for the reporting of qualitative studies. Information regarding how informed consent was obtained would be helpful
WE HAVE ADDED FURTHER DETAILS AS PER THE COREQ CRITERIA. WE HAVE ALSO NOW PROVIDED QUESTION PROMPTS AS AN APPENDIX AND REMOVED ALL MENTION OF PATIENTS AS SUGGESTED (WE’D PREVIOUSLY HAD A "HALF-WAY HOUSE" WHERE THEY WERE MENTIONED BRIEFLY BUT INCOMPLETELY, WHICH HAS BEEN UNIVERSALLY OF-PUTTING TO REVIEWERS)

Although the article is clearly written there are a few areas that the authors may wish to think about. Firstly the rationale for including patients in the study is unclear particularly as no real patient data is reported. This could be removed without detriment to the report. THANKS, AMENDED. The study reports on the usage of the ABCD2 but includes within the sample, clinical staff who do not use the tool. Additionally it seems a bit odd to include administrative staff. ADDED SOME EXPLANATION OF WHY THIS STAFF MEMBER WAS KEY AND HOW OUR SAMPLING METHODOLOGY LED TO HER If the study’s aim was to explore how the tool was used it might have made more sense to have a selection criterion to reflect this. HOPEFULLY BETTER EXPLAINED NOW OUR SNOWBALLING STRATEGY DID LEAD TO THIS. Table 2 presents the roles of the ABCD2. Actually some of these are consequences to using the tool rather than roles. WE ASSUME THIS MEANS THAT "ROLES" SUCH AS MEDICO-LEGAL THREAT ARE BETTER DESCRIBED AS CONSEQUENCES - THIS MAY BE MORE EXACT BUT WE WERE ALSO LOOKING FOR A SIMPLE TERM THAT CAPTURES ALL THE ROLES AND CONSEQUENCES OF THE ABCD2 PROFORMA AND FEEL "ROLES" DOES THIS BEST - BUT ALTERNATIVE SUGGESTIONS GRATEFULLY RECEIVED. Finally as a boundary object the authors did not appear to explore how the ABCD2 helped to establish common ground between referrer and secondary care. GOOD POINT. MOST OF THE PAPER DEMONSTRATES THE DIFFERENT ROLES/CONSEQUENCES/USES OF THE ABCD2 PROFORMA IN DIFFERENT SETTINGS; THE COMMON GROUND IS LARGELY INFERRED BY THE FACT THAT THESE SITES ARE USING THE PROFORMA DESPITE THESE DIFFERENCES. HOWEVER THERE IS EVIDENCE IN QUOTES AND DESCRIPTION OF INTERVIEWS THAT MANY IN THE HOSPITAL ARE USING THE SCORE AS THEIR MAIN OBJECT TO TRIAGE AND MANAGE (AS OPPOSED TO THE PATIENT), AND THAT SOME GPs ARE FINDING IT EASIER TO COMMUNICATE AND ACHIEVE THEIR GOALS WITHIN THE HOSPITAL BY COMMUNICATED WITH THE ABCD2 SCORE AS OPPOSED TO THE PATIENT.
Reviewer: Velandai Srikanth, Associate Professor, Medicine, Monash University, Melbourne, Australia

The sample is not representative of primary care. The message could be clearer MORE DETAILS OF THE SAMPLE HAVE BEEN PROVIDED. PATIENTS HAVE BEEN REMOVED FROM THE REPORT TO MAKE IT CLEARER.

The messages are not clear and discussion could be more comprehensive.

This is a qualitative study of the way the ABCD2 score is used in general practice, and how it is viewed by GPs, hospital specialists, medical staff, and patients. It was conducted in a region served by 2 hospitals in a small number of interviewees. A standardised proforma and detailed interviews were used although the details of these are a bit sketchy. PROVIDED AS APPENDIX. It was found that the score was viewed as being usable for several purposes in spite of being validated as a prognostic score for stroke risk. 60% of GPs and 100% of hospital specialists used the score. It was felt that the score served a frame of communication between care providers. Negative perceptions included the threat of medicolegal suit (if the score was not used).

The study is small but this may not be unusual in in-depth qualitative research. I am however left wondering what principal messages one must take away from this paper.

KEY MESSAGES ARE:
  . The ABCD2 score is used in multiple ways beyond its original evidence-based purpose of risk stratification.
  . Despite (or because) of its multiple differing uses by different clinicians, the ABCD2 score successfully facilitates communication across clinical domains as a "boundary object."
  . Clinical prediction rules which have become boundary objects within referral pathways could become an important mechanism to improve patient care.

My perception of the score is that it is not a very reliable prognostic tool in the best of hands. GILES ET AL REFERENCE ADDED TO INTRO TO DEMONSTRATE THIS IS NOT THE CONSENSUS VIEW Do we surmise that it is a good thing to use the score and for what purpose (knowing that there is increasing evidence that it is really not a very good prognostic tool), or does one just surmise (knowing that it is good to have a common "communication tool" even though it may not do its primary intended job very well? It is good to conduct post-implementation research, but a purely qualitative survey of how it is used and perceptions about it may not quite be sufficient to advise the reader about the score's advantages and faults. At best, to achieve a balance, there may need to be more discussion of whether the negative perceptions (eg medicolegal threat - if the score is, or is not used) may have some basis, and whether or not one should be satisfied with a relatively poor prognostic score being used as a common frame of communication just by virtue of being a score, rather than actually serving patient care.
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<th>BMJ Open</th>
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<tr>
<td>Manuscript ID:</td>
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| Complete List of Authors: | Edwards, Duncan; Cambridge University, General Practice and Primary Care Research Unit  
Cohn, Simon; Cambridge University, General Practice and Primary Care Research Unit  
Mavaddat, Nahal; Cambridge University, General Practice and Primary Care Research Unit  
Virdee, Satnam; University of Birmingham, Department of Primary Care Clinical Sciences  
Lasserson, Daniel; University of Oxford, Department of Primary Care Health Sciences  
Milner, Siobhan; University of Birmingham, Department of Primary Care Clinical Sciences  
giles, matthew; University of Oxford, Stroke Prevention Unit  
McManus, Richard; University of Oxford, Department of Primary Health Care  
Mant, Jonathan; University of Cambridge, General Practice and Primary Care Research Unit |
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Title:
Varying uses of the ABCD2 scoring system in primary and secondary care: a qualitative study

Names, addresses and positions of all authors:

Edwards, Duncan
Corresponding Author
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
dae31@medschl.cam.ac.uk, General Practitioner and Clinical Research Associate

Cohn, Simon R
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
simon.cohn@medschl.cam.ac.uk, Senior Lecturer

Mavaddat, Nahal
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
nm212@medschl.cam.ac.uk, General Practitioner and Clinical Lecturer

Virdee, Satnam K
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom
s.virdee@bham.ac.uk, Research Associate

Lasserson, Daniel
University of Oxford, Department of Primary Care Health Sciences
Oxford, United Kingdom
daniel.lasserson@phe.ox.ac.uk, General Practitioner and Senior Clinical Researcher

Milner, Siobhan
Competing interests statement and UCI form:
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DE, SC, NM, SM and JM developed the original idea and protocol. DE, SC, NM and SV conducted the interviews. DE and SC led the qualitative analysis and drafted the paper. DE, SC, NM, SV, DL, SM, MG, RM and JM contributed to the writing of the final version of the paper. DE is the guarantor.
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Data sharing statement:  
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ABSTRACT  
Objectives: To explore the usage of the ABCD2 risk stratification score by general practitioners and hospital staff during the referral of patients with suspected transient ischaemic attack (TIA) or minor stroke.  
Design: Qualitative study using semi-structured interviews.  
Setting: Nine general practices and two hospital sites in England (Birmingham and Cambridge).  
Participants: Nine general practitioners, nine hospital staff (two consultants, four nurses, two ultrasonographers and one administrator), and 12 patients with recently suspected transient ischaemic attack or minor stroke (within the previous three months).  
Results: In both sites, clinicians used a referral proforma based around the ABCD2 scoring system for a range of purposes including self-education, to assist emphasising urgency to the patient, as a referral pathway facilitator and as a diagnostic tool. Negative views of its role included potential medico-legal threat, that it was a barrier to appropriate care, and led to mis-diagnosis. Despite having differing uses by different clinicians, the ABCD2 proforma was the central means of inter-professional communication in TIA referrals across both sites. No patients were aware of their ABCD2 score.
Conclusions: Understanding how prediction rules are used in practice is key to determining their impact on processes of care and clinical outcomes. In practice, GPs and their colleagues use the ABCD2 score in subtly different ways and it functions as a “boundary object” by both accommodating these multiple purposes, yet still successfully aiding communication between them.
Introduction

The ABCD2 score is a clinical prediction rule developed in 2007 to predict the risk of recurrent stroke soon after transient ischaemic attack (TIA) [Johnston et al 2007; Giles et al 2010]. The score has rapidly become an integral part of the referral process for TIA internationally [NICE 2008; RCP 2010; Easton et al 2009; National Stroke Foundation 2008; Stroke Foundation of New Zealand 2008] and often forms part of a “proforma” – a form which integrates standardised protocols and frequently clinical prediction rules – for referrals to secondary care. Such pro formas are increasingly common for primary to secondary care communication: in April 2011 Addenbrookes Hospital in Cambridge, UK, requested the use of a proforma for 48 conditions ranging from early inflammatory arthritis to suspected renal colic.

Despite the increasing use of proformas, there is only limited research into their use or impact [Akbari et al 2008]. For example, the ABCD2 score was derived and validated in secondary care as a prognostic score, yet the UK’s National Institute for Health and Clinical Excellence [NICE 2008] recommends its use in all referrals of suspected TIA by General Practitioners (GPs) and accident and emergency (A&E) departments despite evidence of substantial disagreement between specialist and generalist scores [Kinsella et al 2011 and Wong et al 2012]. We studied the ABCD2 score’s use across different parts of the health service in order to analyse how the score and its associated proforma are used in everyday clinical practice.

Box 1: Description of the ABCD2 clinical prediction rule for stroke risk after TIA

<table>
<thead>
<tr>
<th>Age ≥ 60</th>
<th>1 point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure ≥ 140/90 mmHg at acute evaluation</td>
<td>1 point</td>
</tr>
<tr>
<td>Clinical features</td>
<td>1 point for speech disturbance without weakness; 2 points for unilateral weakness</td>
</tr>
<tr>
<td>Duration</td>
<td>1 point for 10-59 minutes, 2 points for ≥ 60 minutes</td>
</tr>
<tr>
<td>Diabetes</td>
<td>1 point</td>
</tr>
</tbody>
</table>

Patients scoring 4 or more points are deemed high risk. [NICE 2008]
Our theoretical background comes from an area of social science research that looks at the increasing role of forms and other systems of standardisation in medical practice. Although protocols are frequently criticised because they constrain and dictate practice, rendering individual decision-making redundant, Timmermans and Berg [1997] argue that this criticism is misplaced. Rather, an inherent aspect of any useful protocol is that it can accommodate local deviation. Individuals invariably ‘tinker’ with them, whilst ensuring they are not undermined, such that they are workable for each specific circumstance. As a result, a protocol often becomes what has been termed a ‘boundary object’ [Leigh Star 2010]. This term refers to any item or procedure that is sufficiently standardised to ensure a common meaning or action is established across different specialist fields, yet also is sufficiently flexible to allow for adaptation to make it useful and meaningful in local contexts. As a result, though there may well be significant differences between various locations or areas of expertise, boundary objects serve to provide common ground, and are thus a way of establishing overall coherence and integration.

Methods

Participants and procedures

This study was a prelude to a randomised controlled trial of a novel method for stroke prevention in primary care. Participants were recruited from two locations (Cambridgeshire/Addenbrookes hospital and West Midlands/Queen Elizabeth hospital) to permit exploration of variation between sites. The TIA clinics in both areas had independently created proformas which they requested be completed for all referrals, in which the ABCD2 score was central.

Eligible GPs had to be within the catchment area of Addenbrooke’s or Queen Elizabeth hospital TIA clinic while staff members included any within these hospitals who regularly encountered patients with suspected TIA. GPs were approached by e-mail using the mailing lists of local research networks with one sampling criteria, that there should be a mix of GPs from Birmingham and Cambridgeshire (these GPs had an obligation and/or interest in participating in research generally, and so this convenience sampling
method greatly increased our response rate and reduced the chance of exclusively recruiting stroke enthusiasts (rather than being stroke research enthusiasts), and all nine of ten volunteer GPs with whom we could arrange interviews contacted were interviewed; in total we interviewed six Cambridgeshire GPs and three Birmingham GPs. We identified our sample of secondary care informants by adopting a “cascade snowball method”, starting with a consultant interview at each site and then progressively identifying key players in the TIA referral process: based on discussing in depth with each interviewee with whom they had significantly liaised. As a result we identified a cross section of staff we might otherwise have missed involved in many potential TIA management pathways. Interviewees were approached by e-mail, telephone or in person, often with the assistance of the previous interviewee; all approached interviewees consented to interview: in total we interviewed six Cambridgeshire GPs and three Birmingham GPs; two stroke consultants; three stroke nurses; two ultrasonographers involved in assessing TIA patients; one stroke team administrator (who liaised with patients, GPs and ensured ABCD2 score proformas were actioned) and one A&E triaging nurse. Five of the hospital staff came from Queen Elizabeth Hospital and four from Addenbrookes, with an equal number of doctors (one) and nurses (two) from each site.

In addition, twelve patients were interviewed in their homes within 3 months of being seen in the Addenbrookes or Queen Elizabeth hospital clinic with a suspected TIA. Of these, seven had had a TIA or minor stroke diagnosis confirmed.

Interviews

Face-to-face interviews followed a topic guide generated by the research team that was initially piloted. The focus was not specifically on the ABCD2 form, but rather to establish a qualitative understanding of experiences along the pathway from GP consultation to TIA clinic referral, inviting professionals to draw on past cases they had referred or been referred. A set of interviews with patients was also conducted; these form a very limited part of our analysis here as in all twelve cases they were unaware of the ABCD2 score or its role in their referral. Written consent was confirmed prior to
Interviews lasted on average one hour. They were audio-recorded and then transcribed verbatim by a professional transcription service. DE, NM (both GPs), SC (medical anthropologist), and SV (qualitative researcher) conducted the interviews at the hospital site (hospital staff members) or, at the GP’s practice (GPs), or at the patient’s home. The interviewer checked the full transcription against the audio-recording for accuracy. Question prompts are provided as an appendix.

Analysis
DE, SC and NM read through the transcripts and established central themes that were raised. An initial sample of transcripts was coded independently by DE and SC (using NVivo) to ensure reliability and to revise codes where necessary. Subsequent themes that emerged as these were applied to the remaining transcripts were always discussed within the team, and if adopted, coded across the entire dataset.

It was clear that much discussion regarding suspected TIA - it was appropriate to refer, whether they should be considered urgent cases, and possible patient pathways that could be followed - centred on the current use of the ABCD2 proforma. This was therefore identified as a pivotal issue that would serve to capture many of the more general comments made, and provide a specific focus to explore how a suspected TIA is negotiated in referral pathways. As a result, DE and SC undertook further analysis of the transcripts; any direct or indirect mention of the ABCD2 scoring system, or practical use of a proforma in the referral pathway, was consequently noted in every transcript in a thematic analysis. Further coding allowed a detailed typology of varying roles associated with the ABCD2 score and the proforma itself (if used); this included both positive and negative features of its use.

Results
Nine GPs, twelve patients, and nine hospital staff took part in the study (see Table 1 for interviewee characteristics).

Table 1: Interviewee characteristics
<table>
<thead>
<tr>
<th>Role</th>
<th>Use the ABCD2 score?</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP, Cambridgeshire</td>
<td>yes</td>
</tr>
<tr>
<td>GP, Cambridgeshire</td>
<td>no</td>
</tr>
<tr>
<td>GP, West Midlands</td>
<td>yes</td>
</tr>
<tr>
<td>Consultant</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke specialist nurse</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke staff nurse</td>
<td>no</td>
</tr>
<tr>
<td>A&amp;E department triage nurse</td>
<td>no</td>
</tr>
<tr>
<td>Ultrasoundographer</td>
<td>no</td>
</tr>
<tr>
<td>Clinic administrator</td>
<td>yes</td>
</tr>
<tr>
<td>Six Cambridgeshire patients</td>
<td>no</td>
</tr>
<tr>
<td>Six West Midlands patients</td>
<td>no</td>
</tr>
</tbody>
</table>

**Awareness of ABCD2 amongst patients**

Although many of the patients spontaneously mentioned the FAST campaign, none were aware that there was a system that calculated their risk of having a stroke after a suspected TIA, or that there was a related form that their GP might have used to assist making a referral. This finding is of particular interest in light of the significance the score is given by some GPs and hospital staff.

**Use of ABCD2 amongst health professionals**

Even though a relatively small sample of GPs and secondary care staff who use the score were interviewed, a surprising variety of different uses for the proforma/ABCD2 score were described (See Tables 2 and 3).

**Table 2: Roles of the ABCD2 proforma with exemplar quotes**

<table>
<thead>
<tr>
<th></th>
<th>Role</th>
<th>Exemplar Quote</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Might generate medico-legal threat</td>
<td>“You might have to justify in the future why you haven’t followed a guideline” (901, Cambridgeshire GP)</td>
</tr>
<tr>
<td>2</td>
<td>Demonstrates need for urgency to patient</td>
<td>“it sometimes provokes a little bit of alarm” (701, Cambridgeshire GP)</td>
</tr>
<tr>
<td>3</td>
<td>Educates the patient</td>
<td>“when things have sometimes had the hospital stamp of approval, it’s easier to explain things, so they see a clear-cut pathway”</td>
</tr>
</tbody>
</table>
4. **Diagnostic tool**  
   "you’ve got the tick box, it helps define what is a TIA and that score thing is very helpful" (605, Birmingham GP)

5. **Prognostic tool**  
   "a lower score makes it okay to send it to the next TIA clinic and a higher score you send it urgently” (702, Cambridgeshire GP)

6. **Demonstrates need for urgency to the GP**  
   "It didn’t feel right to send somebody to hospital very urgently who seems perfectly alright… Having the score there sort of gives you a bit of confidence to do just that” (703, Cambridgeshire GP)

7. **Facilitates smoother patient pathway**  
   “It’s just simpler because we know what they need and it’s a way of getting it” (610, Birmingham GP)

8. **Educates/reminds the GP what to do**  
   “I usually dig it out if I’m thinking to refer somebody to that clinic just to remind myself… it’s always useful to have something in front of you” (605, Birmingham GP)

9. **Distils a complex history**  
   “you simply go ‘Okay, you fit a number, you need to go in, we need to refer you, there’s a degree of urgency’” (701, Cambridgeshire GP)

10. **Obscures a complex history**  
    “You get an idea from the actual GP, the history and what the patient’s told you more than you can from the score really” (606, specialist nurse)

11. **Misleading GPs about diagnosis**  
    “If you start from the right places, that this was a TIA, it’s fine, but as I say, just because you’re 80, you’ve got diabetes and hypertension, you automatically score three… so it has no diagnostic value, the ABCD2 score” (711, consultant)

12. **Prevents inappropriate referrals**  
    “Some GPs lie to get them into clinic. Not so much now that we’ve changed the pro forma” (710, specialist nurse)

13. **Barrier to appropriate care**  
    “Our vision… would be to have a TIA hotline… and using that system I wouldn’t bother using the ABCD2 score” (602, consultant)

**Table 3: Comparing roles of the ABCD2 score by GPs and by hospital staff**

<table>
<thead>
<tr>
<th></th>
<th>Primary care staff (nine GPs &amp; one A&amp;E triage nurse)</th>
<th>Specialist doctors, nurses &amp; administrator</th>
<th>Hospital support staff (technicians &amp; staff nurse)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never use the score</td>
<td>40% (n=4)</td>
<td></td>
<td>100% (n=3)</td>
</tr>
<tr>
<td>Do use the score</td>
<td>60% (n=6)</td>
<td>100% (n=5)</td>
<td></td>
</tr>
<tr>
<td>Theme</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Might generate medico-legal threat</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrates need for urgency to patient</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educates the patient</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diagnostic tool</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prognostic tool</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrates need for urgency to the GP</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilitates smoother patient pathway</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educates/reminds the GP what to do</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distils a complex history</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obscures a complex history</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Misleading GPs about diagnosis</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prevents inappropriate referrals</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barrier to appropriate care</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: X indicates this theme was raised by at least one of the participants of the sub-group

Use of the ABCD2 in general practice

For those GPs who use the scoring system, it was clear that they both liked and complied with its use as it offers a tangible means to navigate the referral system. Most did not ever consider their scoring as inaccurate. However, they primarily regard it as the key mechanism to access services on behalf of a patient, at which point a more definitive diagnosis be made based on specialist expertise and technological procedures:

*It was just a case of looking, getting the score and then speaking to the medical liaison sister.... I think it’s quite useful, I really quite like that scoring system because it does give you a bit of confidence about what to do, because otherwise it can be a bit nebulous.*

Cambridgeshire GP, 703
GPs described how they didn’t feel the need to make a definitive diagnosis, but rather used the form to defer this to the hospital. Thus, the scoring system serves as a tool to systematise their evaluation of a patient within their consultation, yet also ensures a referral to secondary care happens swiftly.

When completing the form, GPs consider potentially relevant patient history to be a broad category. Beyond the specific clinical focus that might relate to a suspected TIA, many express how they cannot simply ignore a wide range of other factors that might possibly be central to the patients’ current health status. These aspects, which are not part of the scoring system, can consequently influence how scores are eventually arrived at as GPs try to assess what the consequence of an overall score is likely to be:

*Obviously each patient’s not the same, so sometimes you do need a little bit of adaption.*

Birmingham GP, 608

GPs also adapted their own management in response to the form, for example using it to remind them about TIAs, to educate the patient, or to persuade patients that the problem was urgent and that referral needed to be carried out urgently.

**The ABCD2 use by hospital staff**

Hospital staff viewed the score more restrictively as a reliable record of the clinical event itself. As a result, they sometimes view the GPs approach as problematic or even careless, since it leads to what they view as inaccuracies and inappropriate referrals:

*If we all did what we’re meant to, it would be great*

Stroke consultant, 711

Unlike the GPs, who view the score within their own consultations as a checklist to ensure sufficient scope of questioning and externally as a mechanism to justify referral,
staff in the hospital see the score as ideally an objective evaluation of severity of prognosis.

> Our protocol I think it is quite clear... it’s about a three or four page document, it gives them [GPs] advice on which medications to start, how to administer the ABCD2 score, and then lots of ways for different people.

Stroke consultant 711

As a natural consequence of this perspective, patients who, it turns out, have not had TIA but satisfied the scoring to some degree are said to “mimic” genuine TIA patients according to the criteria set out in the ABCD2 form:

> We get so many mimics referred to the clinic, making sure you’re dealing with the right diagnosis is probably the first issue.

Specialist nurse, 602

Various negative terms including “uneducated”, “inappropriate”, “challenging” and “dubious” are also used to describe referrals or patients in similar circumstances.

Many of the interviews with hospital staff acknowledged that a GP or emergency doctor may “misbehave” or “use [the TIA clinic] as a place to send patients they don’t know what to do with” and refer patients that they know cannot be a “genuine” TIA. The ABCD2 score is also seen as potentially misleading when used inappropriately:

> I think we would say if you start from the right place, the ABCD2 scores would discriminate between the high risk and the low risk and people who need urgent and maybe less urgent investigations, but... a lot of people that we see in the clinic I’d imagine their age is probably somewhere in their 80s, then they inappropriately score high than other conditions. So it had no diagnostic value, the ABCD2 score, but it’s got some prognostic value in relation to high risk, low
risk stuff. So I think people are using it as a sort of diagnostic tool for TIA, that’s how it’s used inappropriately.

Stroke consultant, 711

This concern about reliability, however, is most relevant if the ABCD2 proforma system is meant to serve exactly the same single purpose within both primary and secondary care. Secondary care users of the ABCD2 score emphasised the original intended use of the ABCD2 score (prognostication) more and discussed a greater number of negative alternate roles of the ABCD2 score (diagnostically confusing, obscuring the history, a barrier to appropriate care) versus primary care users of the ABCD2 score.

**ABCD2 non-users**

As noted, none of the 12 patients were aware of the role of the ABCD2 proforma in the management of their case, even though some GPs said they drew on it to explain and stress urgency to patients. Thus, although the ABCD2 proforma is a significant tool for many health professionals, it is probably not part of most patients’ experience and does not influence how they relate to their problem. Our interviews also revealed that hospital staff not involved in triaging referrals - two radiographers and a nurse involved in scanning and caring for patients with TIA on a weekly basis - were also unaware of the ABCD2 score.

Similarly, a proportion of primary care staff interviewed also do not currently use the ABCD2 proforma (40%, n=4, three GPs and one A&E triage nurse). All cited lack of knowledge, but gave differing interpretations as to why this is so. One GP was “ashamed” but three interviewees felt they didn’t use the score or proforma with good reason:

*I’m not familiar I have to say, but I think it would be mostly in my history already.*

Cambridgeshire GP, 801
I don't think I was aware of it really, I imagine this is some sort of guideline system is it?... you wouldn’t believe how many guidelines there are.

Cambridgeshire GP, 901

If you’re going to use a scoring system it needs to be universal... everybody needs to be aware of it for it to be an effective tool.

A&E triage nurse, 714

Overall our findings describe both the varied use of the form, and also the way it functions to provide a simple linkage between primary and secondary care. When the ABCD2 proforma is not adopted, GPs rely on methods such as referral letters and sending patients directly to A&E, communication and contact is largely one way and is not shaped by the expectations of secondary care.

Discussion

Whilst it might be argued that this study is limited by the number of interviews conducted, it nevertheless is based on a commitment to capture as broad a set of views from relevant actors as possible. The choice to focus on just two centres of practice (Birmingham and Cambridge), brings the advantage of being able to elicit some specific and subtle descriptions but inevitably limits the generalisation of findings. Nevertheless, the overall argument concerning the multiple function of the ABCD2 score, and the adoption of protocols more generally, is robust given the general consistency of the data collected.

Our interviews with a range of health professionals clearly show that the apparently simple ABCD2 scoring system adopted within GP referral proformas serves a variety of different roles. We identified 13 functions, both positive and negative; of these, five were shared, four were specific to GPs, and four were specific to hospital staff. Whilst we are not claiming that the classification is definitive or exactly defined, this variety suggests that the proforma does not only standardise but can also sustain sufficient flexibility to serve a range of local purposes. This suggests that efforts to improve prognostic accuracy
of clinical prediction rules [Calvet et al 2009; Asimos et al 2009; Ay et al 2009; Giles et al 2010] should be accompanied by research and development of the other aspects of their usefulness.

Complex scientific fields such as medicine inevitably involve multiple domains of expertise, each of which has its own perspective and priorities that shapes the way things being studied are conceived and dealt with [Mol, 2002]. In order for pluralism across different subfields not to lead to fragmentation, there has to be what contemporary philosopher Hacking [1996] calls conceptual “unifiers” that span and integrate any discontinuities. In this vein, the notion of a “boundary object” describes those things, whether material or theoretical, that are both sufficiently stable to be treated as the same thing by different groups of scientists, and yet also flexible enough for them to operate and make sense with each of the different subfields [Leigh Star 2010].

In our study of the referral of suspected TIA patients from GP practices to the TIA clinic, one might have initially assumed that the “boundary object” is the patient, since she obviously moves from one site to another and apparently aligns primary and secondary services. However, our interviews reveal that the patient is not considered the chief means by which the two sites connect and establish a common point of reference, rather, it is the completed ABCD2 form.

Clinical prediction research needs to have a post-implementation phase in order to understand how the original research is used in practice, since this will determine its ultimate effect on processes of care and clinical outcomes. In current clinical practice, GPs could utilise a greater awareness of how clinical prediction rules practically function to improve referrals and referral pathways, and should consider communicating their significance to patients.
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Royal College of Physicians. National sentinel stroke audit; organisational audit. 2010. London, RCP.


Possible questions to ask GP

1. (5) Why do you refer patients to the TIA clinic?
   a. What things do you do before making a referral to the TIA clinic?
   b. What criteria do you personally draw on in order to decide whether to refer or not?
   c. Do you routinely use the ABCD2 score? How is it helpful?
   d. How much do you say to patients and how much do you leave for the clinic?

2. How do you interact with patients who you suspect have had a TIA?
   a. Are they well?
   b. Are they ill?

3. NO QUESTION

4. Specifically for patients with suspected TIA, is continuity of care a significant issue?
   a. i.e. is it important they see their “own” GP?
   b. i.e. is it important they are seen at their regular practice rather than out of hours?
   c. i.e. is it important they are seen at their regular practice rather than in A&E?

5. INCORPORATED INTO QUESTION 1

6. NO QUESTION

7. Do you feel patients have to wait long to be seen at the TIA clinic?
   a. Does it make sense for patients to have different waiting times?
   b. Are you aware of difficulties some patients have with waiting?

8. What do you think your role is when seeing patients with suspected TIA?

9. Could you tell me what your relationship with TIA clinic is like?
   a. Are there particular people at the clinic that you have a working relationship with?
   b. Where else might you send patients that you don’t send to the TIA clinic?

10. Do you know what happens to patients when you refer them to the TIA clinic?
    a. How do you normally hear back from the clinic?

11. What happens after the patient is discharged from the clinic?
12. Do you currently ask some patients with suspected TIA to take any new medications or to do anything differently?

13. We’re interested in the differences between GP and hospital care for treating patients with suspected TIA.
   a. Do you think there should be any change in the way things work between the GP and the hospital?
   b. What do you think about the idea of changing things – perhaps having more of a role so that things might happen a little earlier?
   c. What if you started patients on extra medications before they came to the hospital e.g. adding dipyramole, a statin and aggressive BP control before they go to the hospital?
   d. Can you see any problems or advantages with this?

14. How comfortable are you with deciding a patient needs extra medications for a suspected TIA?
   a. How do you feel about starting these before they’ve had any tests?
   b. How comfortable are you with the TIA clinic starting a patient on life long medications based on their diagnosis of TIA?

15. A future trial will be looking at improving treatment of TIA through getting GPs to prescribe extra medications for half the patients in the study.
   a. Patients will be randomised to be given the new treatment or the current treatment – what’s your feeling about this?
   b. Whichever treatment is given, it would need to be given immediately – how much information should be given to patients?
   c. Because quick treatment is crucial, it would be the GP who was helping the patient decide right there and then whether to take part in the research – what’s your feeling about this?
   d. Would you experience any dilemma in randomising the treatment of your patient?
   e. The trial would require the GP to fill in a form, much like the current referral proforma, phone a telephone number (for the randomization), invite the patient to participate, and treat the patient. What is the best way of doing this?
1. [5] Why are patients referred to the TIA clinic?
   a. By whom are patients referred?
   b. What are the reasons patients themselves attend the TIA clinic?
   c. What things do referrers do before making a referral to the TIA clinic?
   d. Do referrers routinely use the ABCD2 score? How is it helpful?
   e. How much do GPs say to patients and how much do they leave for the clinic?

2. How do you interact with patients who you suspect have had a TIA?
   a. Are they well?
   b. Are they ill?

3. NO QUESTION

4. Specifically for patients with suspected TIA, is continuity of care a significant issue?
   a. i.e. is it important they see their “own” GP?
   b. i.e. is it different if they are seen at their regular GP practice rather than in A&E?

5. INCORPORATED INTO QUESTION 1 & 8

6. NO QUESTION

7. Do you feel patients have to wait long to be seen at the TIA clinic?
   a. Does it make sense for patients to have different waiting times?
   b. Are you aware of difficulties some patients have with waiting?

8. What do you think your role is when seeing patients with suspected TIA?

9. Do you work well together with GPs? How about A&E and other referrers?

10. INCORPORATED INTO QUESTION 8

11. What happens after the patient is discharged from the clinic?

12. Do GPs currently ask some patients with suspected TIA to take any new medications or to do anything differently?

13. We’re interested in the differences between GP and hospital care for treating patients with suspected TIA.
   a. Do you think there should be any change in the way things work between the GP and the hospital?
   b. What do you think about the idea of changing things – perhaps giving GPs more of a role so that things might happen a little earlier?
c. What if GPs started patients on extra medications before they came to the hospital e.g. adding dipyradamole, a statin and aggressive BP control before they go to the hospital?

d. Can you see any problems or advantages with this?

14. How happy or comfortable are you with GPs deciding a patient needs extra medications for a suspected TIA?
   a. How do you feel about GPs starting these before they’ve had any tests?
   b. How comfortable are you yourself in starting a patient on life long medications for a TIA?

15. A future study will be looking at improving treatment of TIA through getting GPs to prescribe extra medications for half the patients in the study.
   a. Patients will be randomised to be given the new treatment or the current treatment – what’s your feeling about this?
   b. Whichever treatment is given, it would need to be given immediately by the GP – how much information should be given to patients?
   c. Because quick treatment is crucial, it would be the GP who was helping the patient decide right there and then whether to take part in the research – what’s your feeling about this?
Reviewer(s)' Comments to Author:

Reviewer: Dr Jenni Murray  
Leeds Institute of Health Sciences  
University of Leeds  

Further description of the analytic framework is required. THIS IS MENTIONED - THEMATIC ANALYSIS

It is not clear what themes are being presented. UNCLEAR WHAT THIS COMMENT MEANS. WE HAVE ALLIGNED OUR METHODOLOGY WITH THEMATIC ANALYSIS AND AS DESCRIBED IN THE ANALYSIS SECTION OUR MAJOR OUTPUT FROM THIS WAS TO DEVELOP A DETAILED TYPOLOGY OF ROLES, PRESENTED IN TABLE 2.

It would be useful if the paper could give some background as to how the ABCD2 tool is used in clinical practice - does it for example improve the appropriateness of referrals to TIA clinics  
A BRIEF SUMMARY IS PROVIDED IN PARAGRAPH 2 OF THE INTRODUCTION - THERE IS LIMITED RESEARCH AS TO THE EFFECTS ON PRACTICE OF PROFORMAS OR THE ABCD2 SCORE.

The authors manuscript would benefit from closer adherence to for example the COREQ. A reporting tool for the reporting of qualitative studies. Information regarding how informed consent was obtained would be helpful  
WE HAVE ADDED FURTHER DETAILS AS PER THE COREQ CRITERIA. WE HAVE ALSO NOW PROVIDED QUESTION PROMPTS AS AN APPENDIX AND REMOVED ALL MENTION OF PATIENTS AS SUGGESTED (WE'VE PREVIOUSLY HAD A "HALF-WAY HOUSE" WHERE THEY WERE MENTIONED BRIEFLY BUT INCOMPLETELY, WHICH HAS BEEN UNIVERSALLY OF-PUTTING TO REVIEWERS)

Although the article is clearly written there are a few areas that the authors may wish to think about. Firstly the rationale for including patients in the study is unclear particularly as no real patient data is reported. This could be removed without detriment to the report. THANKS, AMENDED. The study reports on the usage of the ABCD2 but includes within the sample, clinical staff who do not use the tool. Additionally it seems a bit odd to include administrative staff. ADDED SOME EXPLANATION OF WHY THIS STAFF MEMBER WAS KEY AND HOW OUR SAMPLING METHODOLOGY LED TO HER IF THE STUDY'S AIM WAS TO EXPLORE HOW THE TOOL WAS USED IT MIGHT HAVE MADE MORE SENSE TO HAVE A SELECTION CRITERION TO REFLECT THIS. HOPEFULLY BETTER EXPLAINED NOW HOW OUR SNOWBALLING STRATEGY DID LEAD TO THIS. Table 2 presents the roles of the ABCD2. Actually some of these are consequences to using the tool rather than roles. WE ASSUME THIS MEANS THAT "ROLES" SUCH AS MEDICO-LEGAL THREAT ARE BETTER DEScribed AS CONSEQUENCES - THIS MAY BE MORE EXACT BUT WE WERE ALSO LOOKING FOR A SIMPLE TERM THAT CAPTURES ALL THE ROLES AND CONSEQUENCES OF THE ABCD2 PROFORMA AND FEEL "ROLES" DOES THIS BEST - BUT ALTERNATIVE SUGGESTIONS GRATEFULLY RECEIVED Finally as a boundary object the authors did not appear to explore how the ABCD2 helped to establish common ground between referrer and secondary care. GOOD POINT. MOST OF THE PAPER DEMONSTRATES THE DIFFERENT ROLES/CONSEQUENCES/USES OF THE ABCD2 PROFORMA IN DIFFERENT SETTINGS; THE COMMON GROUND IS LARGELY INFERRED BY THE FACT THAT THESE SITES ARE USING THE PROFORMA DESPITE THESE DIFFERENCES. HOWEVER THERE IS EVIDENCE IN QUOTES AND DESCRIPTION OF INTERVIEWS THAT MANY IN THE HOSPITAL ARE USING THE SCORE AS THEIR MAIN OBJECT TO TRIAGE AND MANAGE (AS OPPOSED TO THE PATIENT), AND THAT SOME GPs ARE FINDING IT EASIER TO COMMUNICATE AND ACHIEVE THEIR GOALS WITHIN THE HOSPITAL BY COMMUNICATED WITH THE ABCD2 SCORE AS OPPOSED TO THE PATIENT.
The sample is not representative of primary care. The message could be clearer MORE DETAILS OF THE SAMPLE HAVE BEEN PROVIDED. PATIENTS HAVE BEEN REMOVED FROM THE REPORT TO MAKE IT CLEARER.

The messages are not clear and discussion could be more comprehensive

This is a qualitative study of the way the ABCD2 score is used in general practice, and how it is viewed by GPs, hospital specialists, medical staff, and patients. It was conducted in a region served by 2 hospitals in a small number of interviewees. A standardised proforma and detailed interviews were used although the details of these are a bit sketchy. PROVIDED AS APPENDIX. It was found that the score was viewed as being usable for several purposes in spite of being validated as a prognostic score for stroke risk. 60% of GPs and 100% of hospital specialists used the score. It was felt that the score served a frame of communication between care providers. Negative perceptions included the threat of medicolegal suit (if the score was not used).

The study is small but this may not be unusual in in-depth qualitative research. I am however left wondering what principal messages one must take away from this paper.

KEY MESSAGES ARE:
. The ABCD2 score is used in multiple ways beyond its original evidence-based purpose of risk stratification.
. Despite (or because) of its multiple differing uses by different clinicians, the ABCD2 score successfully facilitates communication across clinical domains as a "boundary object."
. Clinical prediction rules which have become boundary objects within referral pathways could become an important mechanism to improve patient care.

My perception of the score is that it is not a very reliable prognostic tool in the best of hands. GILES ET AL REFERENCE ADDED TO INTRO TO DEMONSTRATE THIS IS NOT THE CONSENSUS VIEW Do we surmise that it is a good thing to use the score and for what purpose (knowing that there is increasing evidence that it is really not a very good prognostic tool), or does one just surmise that it is good to have a common "communication tool" even though it may not do its primary intended job very well? It is good to conduct post-implementation research, but a purely qualitative survey of how it is used and perceptions about it may not quite be sufficient to advise the reader about the score's advantages and faults. At best, to achieve a balance, there may need to be more discussion of whether the negative perceptions (eg medico-legal threat - if the score is, or is not used) may have some basis, and whether or not one should be satisfied with a relatively poor prognostic score being used as a common frame of communication just by virtue of being a score, rather than actually serving patient care.
Title:
Varying uses of the ABCD2 scoring system in primary and secondary care: a qualitative study

Names, addresses and positions of all authors:

Edwards, Duncan
_Corresponding Author_
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
_dae31@medschl.cam.ac.uk_, General Practitioner and Clinical Research Associate

Cohn, Simon R
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
_simon.cohn@medschl.cam.ac.uk_, Senior Lecturer

Mavaddat, Nahal
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
_nm212@medschl.cam.ac.uk_, General Practitioner and Clinical Lecturer

Virdee, Satnam K
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom
_s.virdee@bham.ac.uk_, Research Associate

Lasserson, Daniel
University of Oxford, Department of Primary Care Health Sciences
Oxford, United Kingdom
_daniel.lasserson@phc.ox.ac.uk_, General Practitioner and Senior Clinical Researcher

Milner, Siobhan


University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom

s.l.milner@bham.ac.uk, Project Officer

Giles, Matthew Francis
University of Oxford, Stroke Prevention Research Unit
NIHR Biomedical Research Centre, John Radcliffe Hospital, Oxford, United Kingdom
matthew.giles@clneuro.ox.ac.uk, Consultant Physician and Senior Research Fellow

McManus, Richard J
University of Oxford, Department of Primary Health Care
Oxford, United Kingdom
richard.mcmanus@phc.ox.ac.uk, General Practitioner and Professor of Primary Care Research

Mant, Jonathan
University of Cambridge, Primary Care Unit
Cambridge, United Kingdom
jm677@medschl.cam.ac.uk, Professor of Primary Care Research

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Contributors and guarantor:
DE, SC, NM, SM and JM developed the original idea and protocol. DE, SC, NM and SV conducted the interviews. DE and SC led the qualitative analysis and drafted the paper. DE, SC, NM, SV, DL, SM, MG, RM and JM contributed to the writing of the final version of the paper. DE is the guarantor.
Ethics committee approval:
This study was reviewed and approved by the Coventry and Warwickshire research ethics committee.

Role of the funder and statement of independence of researchers from funders.
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Trial registration number:
UKCRN 7876

Data sharing statement:
Participants gave informed consent for transcripts to be used in research provided that quotes are anonymised and information used in reports could not lead to identification.

ABSTRACT
Objectives: To explore the usage of the ABCD2 risk stratification score by general practitioners and hospital staff during the referral of patients with suspected transient ischaemic attack (TIA) or minor stroke.

Design: Qualitative study using semi-structured interviews.

Setting: Nine general practices and two hospital sites in England (Birmingham and Cambridge).

Participants: Nine general practitioners, nine hospital staff (two consultants, four nurses, two ultrasonographers and one administrator).

Results: In both sites, clinicians used a referral proforma based around the ABCD2 scoring system for a range of purposes including self-education, to assist emphasising urgency to the patient, as a referral pathway facilitator and as a diagnostic tool. Negative views of its role included potential medico-legal threat, that it was a barrier to appropriate care, and led to mis-diagnosis. Despite having differing uses by different clinicians, the ABCD2 proforma was the central means of inter-professional communication in TIA referrals across both sites.
Conclusions: Understanding how prediction rules are used in practice is key to determining their impact on processes of care and clinical outcomes. In practice, GPs and their colleagues use the ABCD2 score in subtly different ways and it functions as a “boundary object” by both accommodating these multiple purposes, yet still successfully aiding communication between them.
**Introduction**

The ABCD2 score is a clinical prediction rule developed in 2007 to predict the risk of recurrent stroke soon after transient ischaemic attack (TIA) [Johnston et al 2007; Giles et al 2010]. The score has rapidly become an integral part of the referral process for TIA internationally [NICE 2008; RCP 2010; Easton et al 2009; National Stroke Foundation 2008; Stroke Foundation of New Zealand 2008] and often forms part of a “proforma” – a form which integrates standardised protocols and frequently clinical prediction rules – for referrals to secondary care. Such proformas are increasingly common for primary to secondary care communication: in April 2011 Addenbrookes Hospital in Cambridge, UK, requested the use of a proforma for 48 conditions ranging from early inflammatory arthritis to suspected renal colic.

Despite the increasing use of proformas, there is only limited research into their use or impact [Akbari et al 2008]. For example, the ABCD2 score was derived and validated in secondary care as a prognostic score, yet the UK’s National Institute for Health and Clinical Excellence [NICE 2008] recommends its use in all referrals of suspected TIA by General Practitioners (GPs) and accident and emergency (A&E) departments despite evidence of substantial disagreement between specialist and generalist scores [Kinsella et al 2011 and Wong et al 2012]. We studied the ABCD2 score’s use across different parts of the health service in order to analyse how the score and its associated proforma are used in everyday clinical practice.

**Box 1: Description of the ABCD2 clinical prediction rule for stroke risk after TIA**

<table>
<thead>
<tr>
<th>Age ≥ 60</th>
<th>1 point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure ≥ 140/90 mmHg at acute evaluation</td>
<td>1 point</td>
</tr>
<tr>
<td>Clinical features</td>
<td>1 point for speech disturbance without weakness; 2 points for unilateral weakness</td>
</tr>
<tr>
<td>Duration</td>
<td>1 point for 10-59 minutes, 2 points for ≥ 60 minutes</td>
</tr>
<tr>
<td>Diabetes</td>
<td>1 point</td>
</tr>
</tbody>
</table>

Patients scoring 4 or more points are deemed high risk. [NICE 2008]
Our theoretical background comes from an area of social science research that looks at the increasing role of forms and other systems of standardisation in medical practice. Although protocols are frequently criticised because they constrain and dictate practice, rendering individual decision-making redundant, Timmermans and Berg [1997] argue that this criticism is misplaced. Rather, an inherent aspect of any useful protocol is that it can accommodate local deviation. Individuals invariably ‘tinker’ with them, whilst ensuring they are not undermined, such that they are workable for each specific circumstance. As a result, a protocol often becomes what has been termed a ‘boundary object’ [Leigh Star 2010]. This term refers to any item or procedure that is sufficiently standardised to ensure a common meaning or action is established across different specialist fields, yet also is sufficiently flexible to allow for adaptation to make it useful and meaningful in local contexts. As a result, though there may well be significant differences between various locations or areas of expertise, boundary objects serve to provide common ground, and are thus a way of establishing overall coherence and integration.

Methods

Participants and procedures

This study was a prelude to a randomised controlled trial of a novel method for stroke prevention in primary care. Participants were recruited from two locations (Cambridgeshire/Addenbrookes hospital and West Midlands/Queen Elizabeth hospital) to permit exploration of variation between sites. The TIA clinics in both areas had independently created proformas which they requested be completed for all referrals, in which the ABCD2 score was central.

Eligible GPs had to be within the catchment area of Addenbrooke’s or Queen Elizabeth hospital TIA clinic while staff members included any within these hospitals who regularly encountered patients with suspected TIA. GPs were approached by e-mail using the mailing lists of local research networks with one sampling criteria, that there should be a mix of GPs from Birmingham and Cambridgeshire (these GPs had an obligation and/or interest in participating in
research generally, and so this convenience sampling method greatly increased our response rate and reduced the chance of exclusively recruiting stroke enthusiasts), and nine of ten volunteer GPs contacted were interviewed: in total we interviewed six Cambridgeshire GPs and three Birmingham GPs. We identified our sample of secondary care informants by adopting a “snowball method”, starting with a consultant interview at each site and then progressively identifying key players in the TIA referral process: as a result we identified a cross section of staff involved in many potential TIA management pathways. Interviewees were approached by e-mail, telephone or in person, often with the assistance of the previous interviewee; all approached interviewees consented to interview: in total we interviewed two stroke consultants; three stroke nurses; two ultrasonographers involved in assessing TIA patients; one stroke team administrator (who liaised with patients, GPs and ensured ABCD2 score proformas were actioned) and one A&E triaging nurse. Five of the hospital staff came from Queen Elizabeth Hospital and four from Addenbrookes, with an equal number of doctors (one) and nurses (two) from each site.

**Interviews**

Face-to-face interviews followed a topic guide generated by the research team that was initially piloted. The focus was not specifically on the ABCD2 form, but rather to establish a qualitative understanding of experiences along the pathway from GP consultation to TIA clinic referral, inviting professionals to draw on past cases they had referred or been referred. Written consent was confirmed prior to interview, and interviews lasted on average one hour. They were audio-recorded and then transcribed verbatim by a professional transcription service. DE, NM (both GPs), SC (medical anthropologist), and SV (qualitative researcher) conducted the interviews at the hospital site (hospital staff members) or at the GP’s practice (GPs). The interviewer checked the full transcription against the audio-recording for accuracy. Question prompts are provided as an appendix.

**Analysis**
DE, SC and NM read through the transcripts and established central themes that were raised. An initial sample of transcripts was coded independently by DE and SC (using NVivo) to ensure reliability and to revise codes where necessary. Subsequent themes that emerged as these were applied to the remaining transcripts were always discussed within the team, and if adopted, coded across the entire dataset.

It was clear that much discussion regarding suspected TIAs - when it was appropriate to refer, whether they should be considered urgent cases, and possible patient pathways that could be followed - centred on the current use of the ABCD2 proforma. This was therefore identified as a pivotal issue that would serve to capture many of the more general comments made, and provide a specific focus to explore how a suspected TIA is negotiated in referral pathways. As a result, DE and SC undertook further analysis of the transcripts; any direct or indirect mention of the ABCD2 scoring system, or practical use of a proforma in the referral pathway, was consequently noted in every transcript in a thematic analysis. Further coding allowed a detailed typology of varying roles associated with the ABCD2 score and the proforma itself (if used); this included both positive and negative features of its use.

**Results**

Nine GPs and nine hospital staff took part in the study (see Table 1 for interviewee characteristics).

<table>
<thead>
<tr>
<th>Role</th>
<th>Use the ABCD2 score?</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP, Cambridgeshire</td>
<td>yes</td>
</tr>
<tr>
<td>GP, Cambridgeshire</td>
<td>no</td>
</tr>
<tr>
<td>GP, West Midlands</td>
<td>yes</td>
</tr>
<tr>
<td>Consultant</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke specialist nurse</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke staff nurse</td>
<td>no</td>
</tr>
<tr>
<td>A&amp;E department triage nurse</td>
<td>no</td>
</tr>
</tbody>
</table>
Use of ABCD2 amongst health professionals

Even though a relatively small sample of GPs and secondary care staff who use the score were interviewed, a surprising variety of different uses for the proforma/ABCD2 score were described (See Tables 2 and 3).

Table 2: Roles of the ABCD2 proforma with exemplar quotes

<table>
<thead>
<tr>
<th>Role</th>
<th>Exemplar Quote</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Might generate medico-legal threat</td>
<td>“You might have to justify in the future why you haven’t followed a guideline” (901, Cambridgeshire GP)</td>
</tr>
<tr>
<td>2. Demonstrates need for urgency to patient</td>
<td>“it sometimes provokes a little bit of alarm” (701, Cambridgeshire GP)</td>
</tr>
<tr>
<td>3. Educates the patient</td>
<td>“when things have sometimes had the hospital stamp of approval, it’s easier to explain things, so they see a clear-cut pathway basically” (702, Cambridgeshire GP)</td>
</tr>
<tr>
<td>4. Diagnostic tool</td>
<td>“you’ve got the tick box, it helps define what is a TIA and that score thing is very helpful” (605, Birmingham GP)</td>
</tr>
<tr>
<td>5. Prognostic tool</td>
<td>“a lower score makes it okay to send it to the next TIA clinic and a higher score you send it urgently” (702, Cambridgeshire GP)</td>
</tr>
<tr>
<td>6. Demonstrates need for urgency to the GP</td>
<td>“It didn’t feel right to send somebody to hospital very urgently who seems perfectly alright… Having the score there sort of gives you a bit of confidence to do just that” (703, Cambridgeshire GP)</td>
</tr>
<tr>
<td>7. Facilitates smoother patient pathway</td>
<td>“It’s just simpler because we know what they need and it’s a way of getting it” (610, Birmingham GP)</td>
</tr>
<tr>
<td>8. Educates/reminds the GP what to do</td>
<td>“I usually dig it out if I’m thinking to refer somebody to that clinic just to remind myself… it’s always useful to have something in front of you” (605, Birmingham GP)</td>
</tr>
<tr>
<td>9. Distils a complex history</td>
<td>“you simply go ‘Okay, you fit a number, you need to go in, we need to refer you, there’s a degree of urgency’” (701, Cambridgeshire GP)</td>
</tr>
<tr>
<td>10. Obscures a complex history</td>
<td>“You get an idea from the actual GP, the history and what the patient’s told you more than you can from the score really” (606,</td>
</tr>
</tbody>
</table>
11. Misleading GPs about diagnosis

“If you start from the right places, that this was a TIA, it’s fine, but as I say, just because you’re 80, you’ve got diabetes and hypertension, you automatically score three… so it has no diagnostic value, the ABCD2 score” (711, consultant)

12. Prevents inappropriate referrals

“Some GPs lie to get them into clinic. Not so much now that we’ve changed the pro forma” (710, specialist nurse)

13. Barrier to appropriate care

“Our vision… would be to have a TIA hotline… and using that system I wouldn’t bother using the ABCD2 score” (602, consultant)

Table 3: Comparing roles of the ABCD2 score by GPs and by hospital staff

<table>
<thead>
<tr>
<th></th>
<th>Primary care staff (nine GPs &amp; one A&amp;E triage nurse)</th>
<th>Specialist doctors, nurses &amp; administrator</th>
<th>Hospital support staff (technicians &amp; staff nurse)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never use the score</td>
<td>40% (n=4)</td>
<td>100% (n=3)</td>
<td></td>
</tr>
<tr>
<td>Do use the score</td>
<td>60% (n=6)</td>
<td>100% (n=5)</td>
<td></td>
</tr>
</tbody>
</table>

- Might generate medico-legal threat: X
- Demonstrates need for urgency to patient: X
- Educates the patient: X
- Diagnostic tool: X
- Prognostic tool: X
- Demonstrates need for urgency to the GP: X
- Facilitates smoother patient pathway: X
- Educates/reminds the GP what to do: X
- Distils a complex history: X
- Obscures a complex history: X
- Misleading GPs about diagnosis: X
Prevents inappropriate referrals  X
Barrier to appropriate care  X

Note: X indicates this theme was raised by at least one of the participants of the sub-group

Use of the ABCD2 in general practice

For those GPs who use the scoring system, it was clear that they both liked and complied with its use as it offers a tangible means to navigate the referral system. Most did not ever consider their scoring as inaccurate. However, they primarily regard it as the key mechanism to access services on behalf of a patient, at which point a more definitive diagnosis be made based on specialist expertise and technological procedures:

It was just a case of looking, getting the score and then speaking to the medical liaison sister…. I think it’s quite useful, I really quite like that scoring system because it does give you a bit of confidence about what to do, because otherwise it can be a bit nebulous.

Cambridgeshire GP, 703

GPs described how they didn’t feel the need to make a definitive diagnosis, but rather used the form to defer this to the hospital. Thus, the scoring system serves as a tool to systematise their evaluation of a patient within their consultation, yet also ensures a referral to secondary care happens swiftly.

When completing the form, GPs consider potentially relevant patient history to be a broad category. Beyond the specific clinical focus that might relate to a suspected TIA, many express how they cannot simply ignore a wide range of other factors that might possibly be central to the patients’ current health status. These aspects, which are not part of the scoring system, can consequently influence how scores are eventually arrived at as GPs try to assess what the consequence of an overall score is likely to be:

Obviously each patient’s not the same, so sometimes you do need a little bit of adaption.
GPs also adapted their own management in response to the form, for example using it to remind them about TIAs, to educate the patient, or to persuade patients that the problem was urgent and that referral needed to be carried out urgently.

**The ABCD2 use by hospital staff**

Hospital staff viewed the score more restrictively as a reliable record of the clinical event itself. As a result, they sometimes view the GPs approach as problematic or even careless, since it leads to what they view as inaccuracies and inappropriate referrals:

> *If we all did what we’re meant to, it would be great*  
> Stroke consultant, 711

Unlike the GPs, who view the score within their own consultations as a checklist to ensure sufficient scope of questioning and externally as a mechanism to justify referral, staff in the hospital see the score as ideally an objective evaluation of severity of prognosis.

> *Our protocol I think it is quite clear... it’s about a three or four page document, it gives them [GPs] advice on which medications to start, how to administer the ABCD2 score, and then lots of ways for different people.*  
> Stroke consultant 711

As a natural consequence of this perspective, patients who, it turns out, have not had TIAs but satisfied the scoring to some degree are said to “mimic” genuine TIA patients according to the criteria set out in the ABCD2 form:

> *We get so many mimics referred to the clinic, making sure you’re dealing with the right diagnosis is probably the first issue.*  
> Specialist nurse, 602
Various negative terms including “uneducated”, “inappropriate”, “challenging” and “dubious” are also used to describe referrals or patients in similar circumstances.

Many of the interviews with hospital staff acknowledged that a GP or emergency doctor may “misbehave” or “use [the TIA clinic] as a place to send patients they don’t know what to do with” and refer patients that they know cannot be a “genuine” TIA. The ABCD2 score is also seen as potentially misleading when used inappropriately:

*I think we would say if you start from the right place, the ABCD2 scores would discriminate between the high risk and the low risk and people who need urgent and maybe less urgent investigations, but... a lot of people that we see in the clinic I'd imagine their age is probably somewhere in their 80s, then they inappropriately score high than other conditions. So it had no diagnostic value, the ABCD2 score, but it's got some prognostic value in relation to high risk, low risk stuff. So I think people are using it as a sort of diagnostic tool for TIA, that's how it's used inappropriately.*

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This concern about reliability, however, is most relevant if the ABCD2 proforma system is meant to serve exactly the same single purpose within both primary and secondary care. Secondary care users of the ABCD2 score emphasised the original intended use of the ABCD2 score (prognostication) more and discussed a greater number of negative alternate roles of the ABCD2 score (diagnostically confusing, obscuring the history, a barrier to appropriate care) versus primary care users of the ABCD2 score.

**ABCD2 non-users**

Our interviews revealed that hospital staff not involved in triaging referrals - two radiographers and a nurse involved in scanning and caring for patients with TIA on a weekly basis - were unaware of the ABCD2 score. Similarly, a proportion of primary care staff interviewed also do not currently use the ABCD2 proforma (40%, n=4, three
GPs and one A&E triage nurse). All cited lack of knowledge, but gave differing interpretations as to why this is so. One GP was “ashamed” but three interviewees felt they didn’t use the score or proforma with good reason:

I’m not familiar I have to say, but I think it would be mostly in my history already.

Cambridgeshire GP, 801

I don’t think I was aware of it really, I imagine this is some sort of guideline system is it?… you wouldn’t believe how many guidelines there are.

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If you’re going to use a scoring system it needs to be universal... everybody needs to be aware of it for it to be an effective tool.

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Overall our findings describe both the varied use of the form, and also the way it functions to provide a simple linkage between primary and secondary care. When the ABCD2 proforma is not adopted, GPs rely on methods such as referral letters and sending patients directly to A&E, communication and contact is largely one way and is not shaped by the expectations of secondary care.

Discussion

Whilst it might be argued that this study is limited by the number of interviews conducted, it nevertheless is based on a commitment to capture as broad a set of views from relevant actors as possible. The choice to focus on just two centres of practice (Birmingham and Cambridge), brings the advantage of being able to elicit some specific and subtle descriptions but inevitably limits the generalisation of findings. Nevertheless, the overall argument concerning the multiple function of the ABCD2 score, and the adoption of protocols more generally, is robust given the general consistency of the data collected.
Our interviews with a range of health professionals clearly show that the apparently simple ABCD2 scoring system adopted within GP referral proformas serves a variety of different roles. We identified 13 functions, both positive and negative; of these, five were shared, four were specific to GPs, and four were specific to hospital staff. Whilst we are not claiming that the classification is definitive or exactly defined, this variety suggests that the proforma does not only standardise but can also sustain sufficient flexibility to serve a range of local purposes. This suggests that efforts to improve prognostic accuracy of clinical prediction rules (including current controversies over the prognostic accuracy of the ABCD2 score and proposed alternatives) [Calvet et al 2009; Asimos et al 2009; Ay et al 2009; Giles et al 2010; Johnston 2010; Tsivgoulis and Heliopoulos 2010; Perry et al 2011; Raser et al 2011; Amarenco et al 2012; Sanders et al 2012] should be accompanied by research and development of the other aspects of their usefulness.

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In our study of the referral of suspected TIA patients from GP practices to the TIA clinic, one might have initially assumed that the “boundary object” is the patient, since she obviously moves from one site to another and apparently aligns primary and secondary services. However, our interviews reveal that the patient is not considered the chief means by which the two sites connect and establish a common point of reference, rather, it is the completed ABCD2 form.

Clinical prediction research needs to have a post-implementation phase in order to understand how the original research is used in practice, since this will determine its
ultimate effect on processes of care and clinical outcomes. In current clinical practice, GPs could utilise a greater awareness of how clinical prediction rules practically function to improve referrals and referral pathways, and should consider communicating their significance to patients.
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Title:
Varying uses of the ABCD2 scoring system in primary and secondary care: a qualitative study

Names, addresses and positions of all authors:

Edwards, Duncan
Corresponding Author
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
dae31@medschl.cam.ac.uk, General Practitioner and Clinical Research Associate

Cohn, Simon R
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
simon.cohn@medschl.cam.ac.uk, Senior Lecturer

Mavaddat, Nahal
Cambridge University, Primary Care Unit
Cambridge, United Kingdom
nm212@medschl.cam.ac.uk, General Practitioner and Clinical Lecturer

Virdee, Satnam K
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom
s.virdee@bham.ac.uk, Research Associate

Lasserson, Daniel
University of Oxford, Department of Primary Care Health Sciences
Oxford, United Kingdom
daniel.lasserson@phc.ox.ac.uk, General Practitioner and Senior Clinical Researcher

Milner, Siobhan
University of Birmingham, Department of Primary Care Clinical Sciences
Birmingham, United Kingdom

s.l.milner@bham.ac.uk, Project Officer

Giles, Matthew Francis

University of Oxford, Stroke Prevention Research Unit
NIHR Biomedical Research Centre, John Radcliffe Hospital, Oxford, United Kingdom

matthew.giles@clneuro.ox.ac.uk, Consultant Physician and Senior Research Fellow

McManus, Richard J

University of Oxford, Department of Primary Health Care
Oxford, United Kingdom

richard.mcmanus@phc.ox.ac.uk, General Practitioner and Professor of Primary Care Research

Mant, Jonathan

University of Cambridge, Primary Care Unit
Cambridge, United Kingdom

jm677@medschl.cam.ac.uk, Professor of Primary Care Research

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Contributors and guarantor:
DE, SC, NM, SM and JM developed the original idea and protocol. DE, SC, NM and SV conducted the interviews. DE and SC led the qualitative analysis and drafted the paper. DE, SC, NM, SV, DL, SM, MG, RM and JM contributed to the writing of the final version of the paper. DE is the guarantor.
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Trial registration number:
UKCRN 7876

Data sharing statement:
Participants gave informed consent for transcripts to be used in research provided that quotes are anonymised and information used in reports could not lead to identification.

ABSTRACT
Objectives: To explore the usage of the ABCD2 risk stratification score by general practitioners and hospital staff during the referral of patients with suspected transient ischaemic attack (TIA) or minor stroke.

Design: Qualitative study using semi-structured interviews.

Setting: Nine general practices and two hospital sites in England (Birmingham and Cambridge).

Participants: Nine general practitioners, nine hospital staff (two consultants, four nurses, two ultrasonographers and one administrator).

Results: In both sites, clinicians used a referral proforma based around the ABCD2 scoring system for a range of purposes including self-education, to assist emphasising urgency to the patient, as a referral pathway facilitator and as a diagnostic tool. Negative views of its role included potential medico-legal threat, that it was a barrier to appropriate care, and led to mis-diagnosis. Despite having differing uses by different clinicians, the ABCD2 proforma was the central means of inter-professional communication in TIA referrals across both sites.
Conclusions: Understanding how prediction rules are used in practice is key to determining their impact on processes of care and clinical outcomes. In practice, GPs and their colleagues use the ABCD2 score in subtly different ways and it functions as a “boundary object” by both accommodating these multiple purposes, yet still successfully aiding communication between them.
**Introduction**

The ABCD2 score is a clinical prediction rule developed in 2007 to predict the risk of recurrent stroke soon after transient ischaemic attack (TIA) [Johnston et al 2007; Giles et al 2010]. The score has rapidly become an integral part of the referral process for TIA internationally [NICE 2008; RCP 2010; Easton et al 2009; National Stroke Foundation 2008; Stroke Foundation of New Zealand 2008] and often forms part of a “proforma” – a form which integrates standardised protocols and frequently clinical prediction rules – for referrals to secondary care. Such proformas are increasingly common for primary to secondary care communication: in April 2011 Addenbrookes Hospital in Cambridge, UK, requested the use of a proforma for 48 conditions ranging from early inflammatory arthritis to suspected renal colic.

Despite the increasing use of proformas, there is only limited research into their use or impact [Akbari et al 2008]. For example, the ABCD2 score was derived and validated in secondary care as a prognostic score, yet the UK’s National Institute for Health and Clinical Excellence [NICE 2008] recommends its use in all referrals of suspected TIA by General Practitioners (GPs) and accident and emergency (A&E) departments despite evidence of substantial disagreement between specialist and generalist scores [Kinsella et al 2011 and Wong et al 2012]. We studied the ABCD2 score’s use across different parts of the health service in order to analyse how the score and its associated proforma are used in everyday clinical practice.

**Box 1: Description of the ABCD2 clinical prediction rule for stroke risk after TIA**

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age ≥ 60</td>
<td>1</td>
</tr>
<tr>
<td>Blood Pressure ≥ 140/90 mmHg at acute evaluation</td>
<td>1</td>
</tr>
<tr>
<td>Clinical features</td>
<td>1 point for speech disturbance without weakness; 2 points for unilateral weakness</td>
</tr>
<tr>
<td>Duration</td>
<td>1 point for 10-59 minutes, 2 points for ≥ 60 minutes</td>
</tr>
<tr>
<td>Diabetes</td>
<td>1 point</td>
</tr>
</tbody>
</table>

Patients scoring 4 or more points are deemed high risk. [NICE 2008]
Our theoretical background comes from an area of social science research that looks at the increasing role of forms and other systems of standardisation in medical practice. Although protocols are frequently criticised because they constrain and dictate practice, rendering individual decision-making redundant, Timmermans and Berg [1997] argue that this criticism is misplaced. Rather, an inherent aspect of any useful protocol is that it can accommodate local deviation. Individuals invariably ‘tinker’ with them, whilst ensuring they are not undermined, such that they are workable for each specific circumstance. As a result, a protocol often becomes what has been termed a ‘boundary object’ [Leigh Star 2010]. This term refers to any item or procedure that is sufficiently standardised to ensure a common meaning or action is established across different specialist fields, yet also is sufficiently flexible to allow for adaptation to make it useful and meaningful in local contexts. As a result, though there may well be significant differences between various locations or areas of expertise, boundary objects serve to provide common ground, and are thus a way of establishing overall coherence and integration.

Methods

Participants and procedures
This study was a prelude to a randomised controlled trial of a novel method for stroke prevention in primary care. Participants were recruited from two locations (Cambridgeshire/Addenbrookes hospital and West Midlands/Queen Elizabeth hospital) to permit exploration of variation between sites. The TIA clinics in both areas had independently created proformas which they requested be completed for all referrals, in which the ABCD2 score was central.

Eligible GPs had to be within the catchment area of Addenbrooke’s or Queen Elizabeth hospital TIA clinic while staff members included any within these hospitals who regularly encountered patients with suspected TIA. GPs were approached by e-mail using the mailing lists of local research networks with one sampling criteria, that there should be a mix of GPs from Birmingham and Cambridgeshire (these GPs had an obligation and/or interest in participating in
research generally, and so this convenience sampling method greatly increased our response rate and reduced the chance of exclusively recruiting stroke enthusiasts), and nine of ten volunteer GPs contacted were interviewed: in total we interviewed six Cambridgeshire GPs and three Birmingham GPs. We identified our sample of secondary care informants by adopting a “snowball method”, starting with a consultant interview at each site and then progressively identifying key players in the TIA referral process: as a result we identified a cross section of staff involved in many potential TIA management pathways. Interviewees were approached by e-mail, telephone or in person, often with the assistance of the previous interviewee; all approached interviewees consented to interview: in total we interviewed two stroke consultants; three stroke nurses; two ultrasonographers involved in assessing TIA patients; one stroke team administrator (who liaised with patients, GPs and ensured ABCD2 score proformas were actioned) and one A&E triaging nurse. Five of the hospital staff came from Queen Elizabeth Hospital and four from Addenbrooke, with an equal number of doctors (one) and nurses (two) from each site.

Interviews

Face-to-face interviews followed a topic guide generated by the research team that was initially piloted. The focus was not specifically on the ABCD2 form, but rather to establish a qualitative understanding of experiences along the pathway from GP consultation to TIA clinic referral, inviting professionals to draw on past cases they had referred or been referred. Written consent was confirmed prior to interview, and interviews lasted on average one hour. They were audio-recorded and then transcribed verbatim by a professional transcription service. DE, NM (both GPs), SC (medical anthropologist), and SV (qualitative researcher) conducted the interviews at the hospital site (hospital staff members) or at the GP’s practice (GPs). The interviewer checked the full transcription against the audio-recording for accuracy. Question prompts are provided as an appendix.

Analysis
DE, SC and NM read through the transcripts and established central themes that were raised. An initial sample of transcripts was coded independently by DE and SC (using NVivo) to ensure reliability and to revise codes where necessary. Subsequent themes that emerged as these were applied to the remaining transcripts were always discussed within the team, and if adopted, coded across the entire dataset.

It was clear that much discussion regarding suspected TIAs - when it was appropriate to refer, whether they should be considered urgent cases, and possible patient pathways that could be followed - centred on the current use of the ABCD2 proforma. This was therefore identified as a pivotal issue that would serve to capture many of the more general comments made, and provide a specific focus to explore how a suspected TIA is negotiated in referral pathways. As a result, DE and SC undertook further analysis of the transcripts; any direct or indirect mention of the ABCD2 scoring system, or practical use of a proforma in the referral pathway, was consequently noted in every transcript in a thematic analysis. Further coding allowed a detailed typology of varying roles associated with the ABCD2 score and the proforma itself (if used); this included both positive and negative features of its use.

Results

Nine GPs and nine hospital staff took part in the study (see Table 1 for interviewee characteristics).

Table 1: Interviewee characteristics

<table>
<thead>
<tr>
<th>Role</th>
<th>Use the ABCD2 score?</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP, Cambridgeshire</td>
<td>yes</td>
</tr>
<tr>
<td>GP, Cambridgeshire</td>
<td>no</td>
</tr>
<tr>
<td>GP, West Midlands</td>
<td>yes</td>
</tr>
<tr>
<td>Consultant</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke specialist nurse</td>
<td>yes</td>
</tr>
<tr>
<td>Stroke staff nurse</td>
<td>no</td>
</tr>
<tr>
<td>A&amp;E department triage nurse</td>
<td>no</td>
</tr>
</tbody>
</table>
Use of ABCD2 amongst health professionals

Even though a relatively small sample of GPs and secondary care staff who use the score were interviewed, a surprising variety of different uses for the proforma/ABCD2 score were described (See Tables 2 and 3).

Table 2: Roles of the ABCD2 proforma with exemplar quotes

<table>
<thead>
<tr>
<th>Role</th>
<th>Exemplar Quote</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Might generate medico-legal threat</td>
<td>“You might have to justify in the future why you haven’t followed a guideline” (901, Cambridgeshire GP)</td>
</tr>
<tr>
<td>2. Demonstrates need for urgency to patient</td>
<td>“It sometimes provokes a little bit of alarm” (701, Cambridgeshire GP)</td>
</tr>
<tr>
<td>3. Educates the patient</td>
<td>“when things have sometimes had the hospital stamp of approval, it’s easier to explain things, so they see a clear-cut pathway basically” (702, Cambridgeshire GP)</td>
</tr>
<tr>
<td>4. Diagnostic tool</td>
<td>“you’ve got the tick box, it helps define what is a TIA and that score thing is very helpful” (605, Birmingham GP)</td>
</tr>
<tr>
<td>5. Prognostic tool</td>
<td>“a lower score makes it okay to send it to the next TIA clinic and a higher score you send it urgently” (702, Cambridgeshire GP)</td>
</tr>
<tr>
<td>6. Demonstrates need for urgency to the GP</td>
<td>“It didn’t feel right to send somebody to hospital very urgently who seems perfectly alright… Having the score there sort of gives you a bit of confidence to do just that” (703, Cambridgeshire GP)</td>
</tr>
<tr>
<td>7. Facilitates smoother patient pathway</td>
<td>“It’s just simpler because we know what they need and it’s a way of getting it” (610, Birmingham GP)</td>
</tr>
<tr>
<td>8. Educates/reminds the GP what to do</td>
<td>“I usually dig it out if I’m thinking to refer somebody to that clinic just to remind myself… it’s always useful to have something in front of you” (605, Birmingham GP)</td>
</tr>
<tr>
<td>9. Distils a complex history</td>
<td>“you simply go ‘Okay, you fit a number, you need to go in, we need to refer you, there’s a degree of urgency’” (701, Cambridgeshire GP)</td>
</tr>
<tr>
<td>10. Obscures a complex history</td>
<td>“You get an idea from the actual GP, the history and what the patient’s told you more than you can from the score really” (606,</td>
</tr>
</tbody>
</table>
11. Misleading GPs about diagnosis

“If you start from the right places, that this was a TIA, it’s fine, but as I say, just because you’re 80, you’ve got diabetes and hypertension, you automatically score three… so it has no diagnostic value, the ABCD2 score” (711, consultant)

12. Prevents inappropriate referrals

“Some GPs lie to get them into clinic. Not so much now that we’ve changed the pro forma” (710, specialist nurse)

13. Barrier to appropriate care

“Our vision… would be to have a TIA hotline… and using that system I wouldn’t bother using the ABCD2 score” (602, consultant)

<table>
<thead>
<tr>
<th>Table 3: Comparing roles of the ABCD2 score by GPs and by hospital staff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary care staff (nine GPs &amp; one A&amp;E triage nurse)</strong></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>Never use the score</td>
</tr>
<tr>
<td>Do use the score</td>
</tr>
</tbody>
</table>

| Might generate medico-legal threat | X |
| Demonstrates need for urgency to patient | X |
| Educates the patient | X |
| Diagnostic tool | X |
| Prognostic tool | X | X |
| Demonstrates need for urgency to the GP | X | X |
| Facilitates smoother patient pathway | X | X |
| Educates/reminds the GP what to do | X | X |
| Distils a complex history | X | X |
| Obscures a complex history | X |
| Misleading GPs about diagnosis | X |
Prevents inappropriate referrals  X
Barrier to appropriate care  X

Note: X indicates this theme was raised by at least one of the participants of the sub-group

**Use of the ABCD2 in general practice**

For those GPs who use the scoring system, it was clear that they both liked and complied with its use as it offers a tangible means to navigate the referral system. Most did not ever consider their scoring as inaccurate. However, they primarily regard it as the key mechanism to access services on behalf of a patient, at which point a more definitive diagnosis be made based on specialist expertise and technological procedures:

> It was just a case of looking, getting the score and then speaking to the medical liaison sister.... I think it's quite useful, I really quite like that scoring system because it does give you a bit of confidence about what to do, because otherwise it can be a bit nebulous.

Cambridgeshire GP, 703

GPs described how they didn’t feel the need to make a definitive diagnosis, but rather used the form to defer this to the hospital. Thus, the scoring system serves as a tool to systematise their evaluation of a patient within their consultation, yet also ensures a referral to secondary care happens swiftly.

When completing the form, GPs consider potentially relevant patient history to be a broad category. Beyond the specific clinical focus that might relate to a suspected TIA, many express how they cannot simply ignore a wide range of other factors that might possibly be central to the patients’ current health status. These aspects, which are not part of the scoring system, can consequently influence how scores are eventually arrived at as GPs try to assess what the consequence of an overall score is likely to be:

> Obviously each patient’s not the same, so sometimes you do need a little bit of adaption.
GPs also adapted their own management in response to the form, for example using it to remind them about TIAs, to educate the patient, or to persuade patients that the problem was urgent and that referral needed to be carried out urgently.

The ABCD2 use by hospital staff

Hospital staff viewed the score more restrictively as a reliable record of the clinical event itself. As a result, they sometimes view the GPs approach as problematic or even careless, since it leads to what they view as inaccuracies and inappropriate referrals:

_If we all did what we’re meant to, it would be great_

Stroke consultant, 711

Unlike the GPs, who view the score within their own consultations as a checklist to ensure sufficient scope of questioning and externally as a mechanism to justify referral, staff in the hospital see the score as ideally an objective evaluation of severity of prognosis.

_Our protocol I think it is quite clear... it’s about a three or four page document, it gives them [GPs] advice on which medications to start, how to administer the ABCD2 score, and then lots of ways for different people._

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As a natural consequence of this perspective, patients who, it turns out, have not had TIAs but satisfied the scoring to some degree are said to “mimic” genuine TIA patients according to the criteria set out in the ABCD2 form:

_We get so many mimics referred to the clinic, making sure you’re dealing with the right diagnosis is probably the first issue._

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Various negative terms including “uneducated”, “inappropriate”, “challenging” and “dubious” are also used to describe referrals or patients in similar circumstances.

Many of the interviews with hospital staff acknowledged that a GP or emergency doctor may “misbehave” or “use [the TIA clinic] as a place to send patients they don’t know what to do with” and refer patients that they know cannot be a “genuine” TIA. The ABCD2 score is also seen as potentially misleading when used inappropriately:

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This concern about reliability, however, is most relevant if the ABCD2 proforma system is meant to serve exactly the same single purpose within both primary and secondary care. Secondary care users of the ABCD2 score emphasised the original intended use of the ABCD2 score (prognostication) more and discussed a greater number of negative alternate roles of the ABCD2 score (diagnostically confusing, obscuring the history, a barrier to appropriate care) versus primary care users of the ABCD2 score.

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Our interviews with a range of health professionals clearly show that the apparently simple ABCD2 scoring system adopted within GP referral proformas serves a variety of different roles. We identified 13 functions, both positive and negative; of these, five were shared, four were specific to GPs, and four were specific to hospital staff. Whilst we are not claiming that the classification is definitive or exactly defined, this variety suggests that the proforma does not only standardise but can also sustain sufficient flexibility to serve a range of local purposes. This suggests that efforts to improve prognostic accuracy of clinical prediction rules (including current controversies over the prognostic accuracy of the ABCD2 score and proposed alternatives) [Calvet et al 2009; Asimos et al 2009; Ay et al 2009; Giles et al 2010; Johnston 2010; Tsivgoulis and Heliopoulos 2010; Perry et al 2011; Raser et al 2011; Amarenco et al 2012; Sanders et al 2012] should be accompanied by research and development of the other aspects of their usefulness.

Complex scientific fields such as medicine inevitably involve multiple domains of expertise, each of which has its own perspective and priorities that shapes the way things being studied are conceived and dealt with [Mol, 2002]. In order for pluralism across different subfields not to lead to fragmentation, there has to be what contemporary philosopher Hacking [1996] calls conceptual “unifiers” that span and integrate any discontinuities. In this vein, the notion of a “boundary object” describes those things, whether material or theoretical, that are both sufficiently stable to be treated as the same thing by different groups of scientists, and yet also flexible enough for them to operate and make sense with each of the different subfields [Leigh Star 2010].

In our study of the referral of suspected TIA patients from GP practices to the TIA clinic, one might have initially assumed that the “boundary object” is the patient, since she obviously moves from one site to another and apparently aligns primary and secondary services. However, our interviews reveal that the patient is not considered the chief means by which the two sites connect and establish a common point of reference, rather, it is the completed ABCD2 form.

Clinical prediction research needs to have a post-implementation phase in order to understand how the original research is used in practice, since this will determine its
ultimate effect on processes of care and clinical outcomes. In current clinical practice, GPs could utilise a greater awareness of how clinical prediction rules practically function to improve referrals and referral pathways, and should consider communicating their significance to patients.
References


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