CHANGES IN OUR PRACTICE Telephone Assessment Triage

As a Health Care Home practice, we are becoming more patient focus and will continue to offer you more services locally and introducing the Telephone Assessment Triage service (GP/Clinical Triage) at the practice.

**What is GP/Clinical Triage?**

GP/Clinical Triage is a short (approx. 5 mins) call-back service for patients that is offered by Clinicians at a General Practice to help increase capacity. Patients who request a same-day appointment receives a call by their own clinician or another clinician at their enrolled practice within a short timeframe.

**Why is the practice doing GP/Clinical Triage?**

The demand for appointments is increasing and the range of services we wish to offer is increasing. Which means, for us to create some capacity during our opening hours we want to offer you different and efficient ways of communicating with us.

GP/Clinical Triage benefits are:

* Improved access to doctors
* Increased patient satisfaction
* Improved patient experience
* Time saving and avoid unnecessarily travelling

**How:**

You will notice that if you phone us for an appointment for the same day you will be told the call will be triaged. This means that the doctor or the nurse will phone you (sometime in the morning) to assess the situation.

The GP/Clinical Triage service is not a full consultation but a short assessment which allows your GP/Clinician to determine the most appropriate next step for you, whether it is resolving the issue over the phone straight away or booking you in for an in-person or virtual consultation.

**Cost:**

The triage service is free, however you may be charge for the outcome, e.g. if you are provided a prescription, appointment or an off-work certificate is required.

**Who performs the Triage service?**

* General Practitioner
* Nurse practitioner
* Nurse Prescriber
* Registered Nurse
* Extended Care Paramedic