What is the **nature** of the problem? Is it urgent

Confirm patient’s name and tel number and details (eg email, address)

Chest Pain

Breathing difficulties / trouble talking

Facial swelling & rash

Collapse/Altered Consciousness

Facial / limb weakness

Extensive burns

Fitting

Bleeding **(persistent or** heavy)

Spinal or Head injury / trauma

Heart Palpitations

Pregnancy / In labour / pain / bleeding

Poisoning / overdose

Chemical in eyes

Unable to urinate

**111**

Queue onto Appointment book for Triage calls

**Clinical Triage**

Urgent, Same day appointment

GP Triage – time (eg 9-9.30am)

Nurse Triage 9.30am onwards

Child immunisations

Travel vaccines

Cervical Smears

Flu vaccines

Blood pressure checks

Depo / B12 injections

Repeat scripts

Change of dressings

Review wounds

Removal of sutures

**Nurse Appointment**

Book appointment

Medtech Tasks / Mark Rx for nurses

Inform the patient that their doctor (nurse after peak hours) can call them back to either help immediately, or arrange an appointment if they need one

Confirm the patient’s phone number for the call in 30 minutes.

No

**Call Handling Guide for incoming telephone calls requesting an appointment**

**Rx**

**Yes**

No

Do you need an appointment today?

The next available appointment….is that OK?