# **Instruction for GPs and Nurses**

* GP Triage starts at xx
* When the phones open reception can start putting patients with on the day appointment requests onto the GP Phone Triage screen
* GPs to triage their own patients from the GP Phone Triage screen. **Take patient into consult from telephone triage screen**
* Take a full history of presenting complaints. Review patient records
* Consider need for physical examination to come to diagnosis
* Book face to face consult if necessary. Remember patient can still request face to face consult at any time
* Agree management plan with patient. Ask patient to recap agreed plan
* **Safety net; Tel patient**; If you condition deteriorates or you develop XYZ please let us know or call 111
* Do you have any further questions now?
* **Fully document call in advanced form + code triage outcome. Always invoice using codes**

**Nurses**

* Nurses to triage after GP triage has finished as per normal – patients to then be put on Nurses triage screen
* The Nurses are required to check if any patients are left on the GP triage screen/template that were unable to be contacted or the GPs have ran out of time to contact. Nurses to pick these patients up to triage