

We operate a hybrid triage system offering a mixture of telephone consultations, on the day emergency consultations with a doctor or pre bookable (3 days in advance) GP / Nurse Practitioner appointments at a time convenient to you.

A recent study indicated that 33% of GP consultations were inappropriate. To ensure we prioritise urgent cases and see the patients who do need to be seen we have devised the following triage protocol. The outcome of your enquiry will depend on the symptoms you describe to us. Our trained call handlers will ask you to describe your symptoms which will determine if you have a triage call, an emergency appointment or if you are able to book an appointment in advance. Below is the exact same protocol our call handlers follow which was designed by our doctors. Please work with our receptionists and describe your symptoms so that we can allocate your enquiry as appropriate:

Enquiry	Severity	Immediate or other Action Indicated	Telephone Triage	Urgent Doctor Appointment (same day)	Routine Appointment with Doctor / Nurse Prac - within 2/3 days	Routine Appointment - specialist nurse
<b>Joint or muscle pain - any part of the body</b>			Physiotherapist Triage	Ensure contact details are up to date		
<b>Abdominal pain</b>	Acute			✓		
	Non-acute			✓		
<b>Acne</b>					✓	
<b>Anxiety</b>	Acute		✓			
	Non-acute				✓	
<b>Asthma</b>	Acute		✓			
	Non-acute not new					✓
	New				✓	
<b>Bites</b>			✓			
<b>Boils</b>			✓			
<b>Breast lump</b>				✓		
<b>Breathing difficulties</b>	Acute	<b>Advise 999</b>				

	Non-acute				✓	
<b>Burns &amp; Scalds</b>	Severe	<b>Advise A&amp;E</b>				
	Less severe		✓			
<b>Chest pain</b>	Acute	<b>Advise 999</b>				
	Non-acute		✓			
<b>Chest Infection</b>	If short of breath		✓			
	If not short of breath	<b>CRP TEST</b>	✓			
<b>Chickenpox</b>			✓			
<b>Child with high temp</b>				✓		
<b>Cold/Flu</b>	New	<b>Advise to see Pharmacist</b>				
	5 days		✓			
<b>Cold sores</b>			✓			
<b>Conjunctivitis</b>			✓			
<b>Constipation</b>	Child	<b>Health Visitor for advice</b>				
	Adult	<b>Advise to see Pharmacist</b>				
<b>Contraception emergency</b>		<b>Advise to see Pharmacist</b>				
<b>Cough</b>	Child	<b>Health Visitor for advice</b>				
	Adult		✓			
<b>Croup</b>			✓			
<b>Cuts &amp; Bruises</b>			✓			

<b>Depression</b>	Acute		✓		✓	
	Non-acute				✓	
<b>Diabetic</b>	Acute problem			✓		
	Chronic problem					✓
<b>Dizziness</b>					✓	
<b>D &amp; V</b>			✓			
<b>Drug reaction</b>			✓			
<b>Ear ache</b>	Child		✓			
	Adult < 48 hours	<b>Analgesia/Pharmacy</b>				
	Adult > 48 hours			✓		
<b>Ear discharge</b>	Child & adult		✓			
<b>Ear/nose foreign body</b>		<b>Advise A&amp;E</b>				
<b>Eczema</b>					✓	
<b>Eye foreign body or pain</b>		<b>Advise A&amp;E</b>				
<b>Eye Infection</b>			✓			
<b>Fainting</b>			✓			
<b>Falls</b>					✓	
<b>Fatigue/TATT</b>					✓	
<b>Febrile/Fever</b>	Child		✓			
	Adult		✓			

<b>Feeding problems - child</b>		<b>Health Visitor for advice</b>				
<b>Foreign body - ear or nose</b>		<b>Advise A&amp;E</b>				
<b>Fracture?</b>		<b>Advise Minor Injuries NPT</b>				
<b>Fungal infections</b>		<b>Bring nail clipping sample</b>				
<b>Hand Foot &amp; Mouth</b>			✓			
<b>Hayfever</b>		<b>Prescribe Approved Antihistamines</b>				
<b>Headache Acute New</b>				✓		
<b>Head injury</b>		<b>Advise A&amp;E</b>				
<b>Head lice</b>	Child	<b>Health Visitor for advice</b>				
	Adult	<b>Refer to pharmacy</b>				
<b>Hearing Reduction</b>					✓	
<b>Hospital Discharged</b>	Poorly		✓			
	Medication	<b>Bring drugs and hospital letter</b>				
<b>IBS</b>					✓	

Impetigo			✓			
Indigestion			✓			
Ingrowing toenail		Refer pt to porietry direct				
Insect bites and stings		Advise Pharmacy				
Laceration		Advise A&E				
Leg pain	Acute			✓		
	Chronic				✓	
Loss of consciousness		Advise call 999				
Loss of function (speech or mobility)		Advise call 999				
Mastitis				✓		
Menstruation problems					✓	
Mental confusion new onset				✓		
Moles	Non-anxious				✓	
	High anxiety			✓		
Mouth problems			✓			
Nappy rash		Health Visitor for advice				

<b>Nose bleed</b>	Acute	<b>A&amp;E if not stopped</b>				
<b>Oedema/swollen ankles</b>			✓			
<b>Palpitations</b>				✓		
<b>Period Problems</b>					✓	
<b>Piles</b>			✓			
<b>Pregnancy problems</b>			✓			
<b>PR bleed</b>				✓		
<b>PV bleed</b>				✓		
<b>Psych problems crisis</b>		<b>Advise Community Psychiatric Nurse if appropriate</b>		✓		
<b>Rashes</b>			✓			
<b>Rectal irritation</b>					✓	
<b>Respiratory distress</b>		<b>Advise 999</b>				
<b>Scalds &amp; Burns</b>	Severe	<b>Advise A&amp;E</b>				
	Less severe		✓			
<b>Seizure</b>		<b>Advise 999</b>				
<b>Shingles</b>				✓		
<b>Sinusitis</b>			✓			
<b>Skin rash acute</b>			✓			

<b>Social queries / Occupational Therapy</b>		<b>Advise Gateway worker</b>				
<b>Sore eyes</b>		<b>Wales Eye Care Service</b>				
<b>Sore throat</b>		<b>Advise Pharmacy if under 5 days</b>	✓			
<b>Stress</b>	New		✓			
	Continuing				✓	
<b>Sunburn</b>			✓			
<b>Styes</b>			✓			
<b>Threadworms</b>		<b>Advise Pharmacy</b>				
<b>Toothache</b>		<b>Refer to Dentist</b>				
<b>Tonsilitis</b>			✓			
<b>Ulceration of leg</b>		<b>Refer to District Nurse</b>				
<b>Unable to urinate</b>			✓			
<b>UTI or Urinary discharge</b>		<b>Bring sample</b>				
<b>Vaginal discharge</b>			✓			
<b>Visual Disturbance</b>		<b>Advise Optician or Eye Casualty</b>				
<b>Vomiting</b>			✓			