**Telephone Triage Services**

Two GPs are providing an additional 80 telephone triage appointments to practices for patients who do not require a face to face appointment. These appointments are provided between 0800 – 2200 hrs. Triage slots will be released in batches throughout the day depending upon demand and uptake. Referral criteria and information is below:

* These patients can be booked in by receptionists and do not require a clinical triage prior to be booked in
* Certain conditions and patient groups are excluded from being referred to the telephone triage GP:
	+ Emergency cases
	+ Complex patients requiring continuity of care
	+ Mental health conditions
	+ Non-urgent cases
	+ Those requiring management of LTC
	+ Children under 12
	+ Patients with COVID symptoms – those patients requiring a face to face appointment should be booked into the Covid Home Visiting Service or Hot Site in accordance with those services’ respective referral criteria
* Patients can only be booked in to for a telephone consultation on the same day
* There is now a single telephone triage appointment ledger called “Primary Care Telephone Triage”
* The following information is required when booking a patient in for a telephone triage consultation:
	+ Patient details and contact numbers
	+ Please ensure any translation needs are identified
	+ Please ensure the patient has granted permission for their records to be shared and ‘dissent to share’ code exists

* 25% of appointment slots on the ledger will be reserved for 111 telephone consultations – these are not included within the appointment slots available to general practice