

Telephone Triage Services

80 telephone triage appointments are available 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
 - Severe mental health conditions – requiring crisis intervention
 - Non-urgent cases
 - Those requiring management of LTC, unless an acute presentation of the patient's condition
 - 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