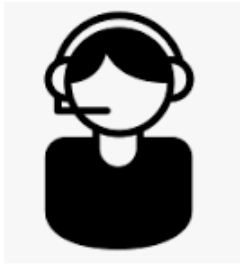
CLINICAL TRIAGE PROCESS

Clinical Triage is open from 8am Monday - Friday

Patient goes into the Practice and talks to the receptionist who complete an online consultation form on behalf of the patient

Patients can submit an enquiry at their convenience using the structured online consultation form (Rapid Health) available via the practice website or NHS App.

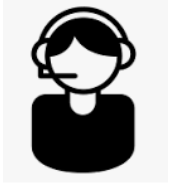
Or, patient telephones the practice and administrative staff complete an online consultation form on behalf of the patient.



Patients are either offered an appointment, care navigated to the appropriate service for the query or added to Triage. The Triaging Clinician then reviews and responds .

The clinical history is presented in a way that is quick and easy to assimilate. Clinician reviews and responds through the most appropriate channel

Text/ E-Message



Telephone Consultation

Face-to-face Consultation

Care navigation to appropriate external provider i.e.: Pharmacy, Specialist Hospital Services, Health in Mind, Emergency Department, Primary Care Hub (offered on the day of appointment if Practice has no capacity)