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| Category | Attention | Symptoms | Action – Doctor Present | Action – Doctor Not Present |
| Category 1  EMERGENCY  (all ages) | IMMEDIATE | * Person has been in a serious accident * Unconscious * Fitting / Convulsing * Breathing Difficulty / Respiratory Distress * Severe distress including chest pain or indigestion * Major burn / Major injury / Wound * Collapse conscious or unconscious) * Severe and uncontrolled bleeding * Looks or feels very unwell / grey / sweaty * Suspected poisoning * Severe allergic reaction – tongue swelling * Unexpected death * Acute psychiatric behaviour disorder * Possibility of drug overdose (accidental or intentional) | * Immediately refer to the doctor or nurse * Patient presenting in person follow practice policy and remove from waiting room where possible, notify the doctor. DO NOT leave the patient alone | * Immediately call an ambulance '999' on behalf of the patient and provide the patients location, phone number of the practice and an indication of the patient's condition and their details * If the patient is registered with the practice retrieve their records on the system and document any action taken in the journal * Contact the doctor and advise them of the emergency and the action taken. If other staff are present then please ask them to help with the above steps. * If the patient is not registered then document all of the information from the event on paper and any instructions given. Take a copy and give the original to the ambulance in an envelope upon their arrival. |
| Category 2  Urgent | 5-20 Minutes | * Severe abdominal pain * Haemorrhage in pregnancy (at any stage) * Urine retention in Males * Eye injury or severe eye pain * Sudden onset of altered vision * Allergic reaction – Itchy rash * Physical or emotional distress | * Immediately refer to the doctor on-call * Patient presenting in person follow practice policy and remove from waiting room where possible, notify the doctor. DO NOT leave the patient alone | * Immediately call an ambulance '999' on behalf of the patient and provide the patients location, phone number of the practice and an indication of the patient's condition and their details * If the patient is registered with the practice retrieve their records on the system and document any action taken in the journal * Contact the doctor and advise them of the emergency and the action taken. If other staff are present then please ask them to help with the above steps. * If the patient is not registered then document all of the information from the event on paper and any instructions given. Take a copy and give the original to the ambulance in an envelope upon their arrival and pass the copy to your line manager. |
| Category 3  Soon | 2 Hours | * Persistent / severe vomiting and diarrhoea * Severe persistent headache or earache * Persistent high fever * Foreign body in any body cavity * Vomiting blood | * For the first 2 symptoms advise the patient to come to the practice within the next 2 hours and arrange an appointment for them to be seen * For the second 2 symptoms advise the patient to go directly to A&E | * Advise the patient to go to the nearest A&E department * If the patient is registered with the practice retrieve their records on the system and document any action taken in the journal * Contact the doctor and advise them of the emergency and the action taken. If other staff are present then please ask them to help with the above steps. * If the patient is not registered then document all of the information from the event on paper and any instructions given and pass it your line manager |
| Category 4  Today | Same Day | * Severe sore throat * Persistent productive cough * Pain when passing urine * Physical or emotional distress * Fevers and Chills * Vomiting and Diarrhoea * Children and or babies who are unwell | * Arrange for a same day GP appointment (during Covid this can be a telephone triage) | * Arrange for a same day GP appointment (during Covid this can be a telephone triage) |
| Category 5  Next Day | 1-2 Days | * Presence of undiagnosed lump or alteration to an existing lump (evaluate the level of stress) * Regular screening &/review * Repeat prescriptions (only if not on repeat or require a review) * Other non-urgent matters | * Advised the patient to either attend the practice or due to Covid pandemic a telephone triage appointment in the next 48 hours | * Advised the patient to either attend the practice or due to Covid pandemic a telephone triage appointment in the next 48 hours |