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| Category | Attention | Symptoms | Action – Doctor Present | Action – Doctor Not Present |
| Category 1EMERGENCY(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.
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| Category 2Urgent | 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.
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| Category 3Soon | 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
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| Category 4Today | 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)
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| Category 5Next 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
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