

## Red Slot Protocol

T&D have decided to increase the number of urgent appointments on the day to help reduce the pressures on the duty clinicians and improve access for the patients.

In order for this to be effective we need to ensure the following

1. That the admin staff are ensuring that the red slots are used for urgent appointments only that cannot wait until the next routine appointment
2. Non urgent issues should be given a routine telephone/face to face appointment
3. That patients are giving accurate information about their problems to the admin staff allowing the most appropriate appointment to be given
4. Patients are not using the urgent slots inappropriately

In order for this system to work safely and effectively we need to ensure the appointments are used appropriately.

After 3 months of the new system being in place we will audit the use of urgent slots to ensure they are being used appropriately. If we keep this new appointments system we will continue to audit.

If the audits highlight any patients that are using their slots inappropriately we will put a pop on the patients notes offering them a phone call from a clinician if they are requesting an on the day appointment. The clinician will then be able to triage the call and manage the patient appropriately.