

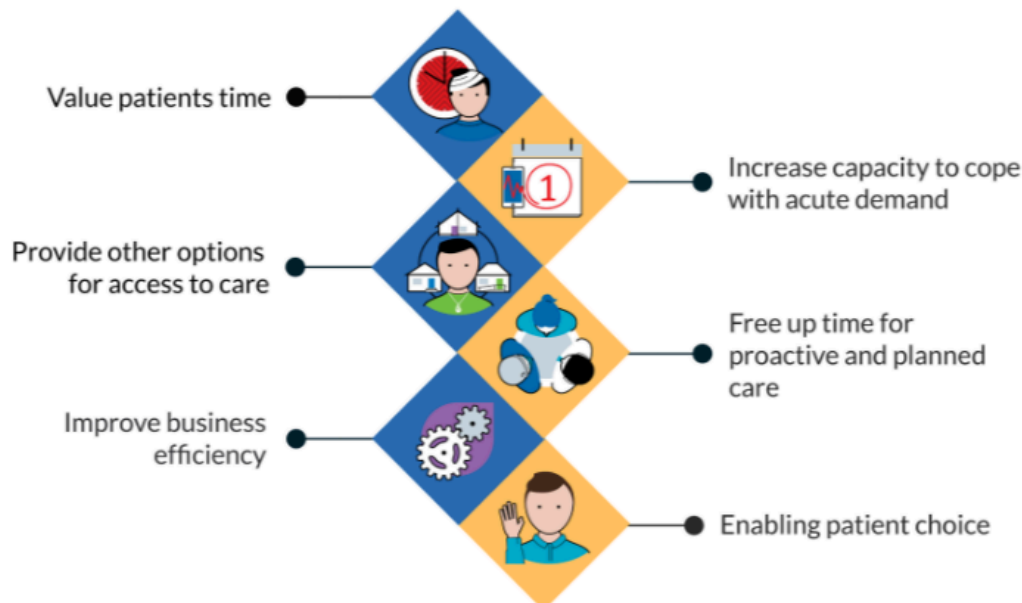
## Overview

### What is Clinical Phone Triage?

Clinical Phone Triage is a core component of the Health Care Home model and is required to be implemented daily at the high traffic times identified through an analysis of calls into the practice. Clinical Phone Triage enables each practice to proactively manage acute demand and ensures appointment availability for those patients who do need to be seen on the same day.

Where appropriate patients can have their concerns managed over the phone (including prescriptions, self-care advice, and referral for diagnostics) without the need for an in-person appointment with a prescribing health professional. The capacity created is then redirected to those patients who require same day access or with complex needs and may require longer in-person appointments. Continuity of care for the patient needs to be factored into the design of clinical phone triage.

### Why?



### Patient Stories

“This was fantastic. Was quick and easy to have a discussion and be prescribed medication”

“The phone call I had with my GP confirmed that I did need an appointment...but I was glad of his time to clarify this for me”

### Provider story

“We’re thinking about flexing it up. That was always the plan – trial it over the summer and get confident with it. We’re thinking of taking it up to 30 minutes this winter or maybe even longer (depending on how busy we get), to make sure that patients are getting to speak with a GP when they need to.”