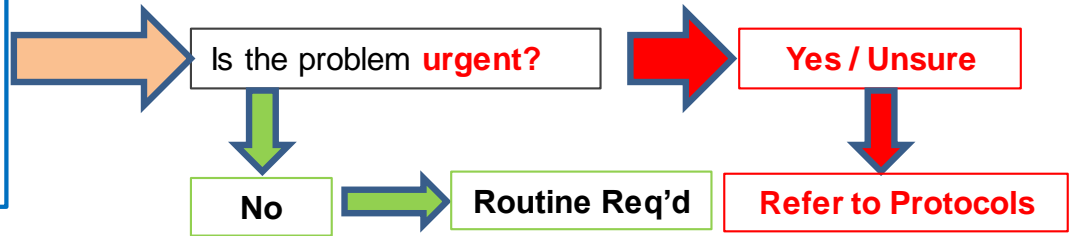


Reception Non Clinical Triage

“ I would like to ask you a few questions in order to get you dealt with properly, is that ok?”

- How long have you had the problem ?
- Have you had this problem before ?
- Are you currently receiving treatment for this problem ?
- Has your condition got worse in the last 48 hours?



Emergencies - Protocol

- Chest Pain (Over 40 years old)
- Difficulty in breathing
- Unconscious / Difficulty rousing
- Stroke / Sudden vision loss / New speech difficulties
- Fitting - longer then 10 mins if epileptic
- Vomiting blood
- ILL child - floppy / unusually drowsy
- Severe bleeding
- Spinal injury
- Allergic reaction - Swelling face or lips
- Head injury
- Fracture / Sprain
- Nosebleed longer then 20 minutes.
- Major burns or scalds
- Road Traffic Accident
- Poisoning
- Eye Injuries



999 Call



Attend A+E

Urgent Care - Protocol

- Unwell child with persistent fever, vomiting, diarrhoea or rash
- Children with abdo pain
- Red eye / sore bloodshot no injury
- Severe pain unresponsive to OTC pain killers
- Concern over children (esp babies or infants)
- Insulin dependent diabetics
- Asthmatics – worsening symptoms
- Minor burns / scalds accidents
- Heart Palpitations (no chest pain)
- Severe onset headache
- Acute new onset rash
- Pregnancy – vomiting, pain or bleeding
- Patient with extreme mental health needs
- Anyone who calls for a second time with the same problem



Urgent Same Day Appointment