

<p><b>EMERGENCY – TELL PATIENT TO DIAL 999</b> (pregnancy emergencies see no. below)</p> <ul style="list-style-type: none"> <li>Heart attack</li> <li>Stroke</li> <li>Choking</li> <li>Severe blood loss</li> <li>Major burns</li> <li>Severe breathing difficulties</li> <li>Reduced consciousness</li> <li>Seizures</li> <li>Drowsy unwell child with or without rash</li> <li>Adult with High fever with confusion</li> <li>Adult with High fever with drowsiness</li> <li>Pregnant over 16 weeks with heavy bloodloss or no foetal movement phone midwifery triage no: 01892 633500</li> </ul>	<p><b>? EMERGENCY?</b> <b>INTERRUPT DUTY DOCTOR</b></p> <ul style="list-style-type: none"> <li>999 like illness but not sure</li> <li>999 like illness pt unwilling to phone ambulance</li> </ul>	<p><b>????? EMERGENCY - ASK PATIENT TO RING 111</b></p> <ul style="list-style-type: none"> <li>Patient perception / insistent it is an emergency but we would not consider as such</li> <li>Triage needed</li> <li>Urgent problem no capacity to fit patient in.</li> </ul>
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**Duty Doctor**  
**Urgent SURGERY Appointment**

- Child under 1 year
- Pregnant women
- Same urgent problem previously seen by Nurse
- Severe mental health problems (psychosis, suicide, self-harm)
- Nurse Practitioner is full

**Duty Doctor**  
**Urgent TELEPHONE Appointment**

- Urgent pain advice
- Urgent medication advice
- Urgent end of life problem
- Urgent care home problem
- Urgent problem patient at risk register
- Emergency contraception (free EC under 30 years - direct via Imperial, Carrs, Paydens)

**Nurse Practitioner Urgent SURGERY Appointment**

- Unwell child over 1
- New lump
- New severe headache
- Severe ear pain
- Painful, swollen leg
- New palpitations
- Painful eye/ acute vision loss
- Breathlessness
- Acute abdominal pain
- Child with limp
- All other urgent appointments except for minor ailments that can be dealt with by a pharmacy

**Urgent Nurse Practitioner TELEPHONE Appointment**

- Urine infection
- Cold/flu
- Mild earache
- Mild cough
- Mild sore throat
- Diarrhoea & vomiting
- Conjunctivitis
- Any urgent problem pt thinks can be dealt with by phone

**MINOR AILMENTS - SEND TO PHARMACY**

Colds, cold sores, Conjunctivitis (acute bacterial), Constipation (acute), Cough, Cystitis, Diarrhoea (acute), Earache, Headache, Temperature, Fungal skin infections, Head lice, Eczema/ Contact dermatitis, Hay Fever, Indigestion/dyspepsia, Insect bites and stings, Flu like symptoms, Soft tissue injury, Sore throat, Threadworm, Vaginal Thrush, Verruca, Emergency contraception under 30 years.

**ROUTINE SURGERY appointment with DR**

Ongoing problem book with Dr already seen for that problem.

New problem – book with preferred/ any Dr

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**ROUTINE TELEPHONE appointment with DR**

Eg for results, medication questions, sicknotes (over 7 days self-certification)

Preferably with Dr who previously dealt with the problem  
(otherwise any Dr)

- Always give safety netting advice, seek medical help sooner if deterioration or increasing concern.
- Reception to triage on symptoms and not make a diagnosis themselves.
- Symptoms described to you by patient should be written down in brief as the appointment is booked for doctors to monitor.