



"Good morning/afternoon, [XYZ Medical Practice], [name] speaking, how can I help?"

"Please can I take your date of birth?" – retrieve patient notes and ask for one further identifier

Offer first planned care appointment

**PATIENT STATES MORE URGENT**

"Please could you give me a brief reason for the appointment?"

Book appointment

(Symptoms >2 weeks with no acute change)

**Acute Problem:**

- Chest infection
- Breathing problem (follow protocol, if available)
- Chest pain (follow protocol, if available)
- Acute stomach pain
- Skin infection (photo)
- Urine infection (sample)
- Sinusitis >10 days
- Conjunctivitis <2 years old
- Hearing loss <1 week
- Ear pain/infection
- Acute dizziness <1 week
- Acute constipation <2 weeks
- Acute headache
- Acute mental health (follow protocol, if available)
- Limb weakness/slurred speech (follow protocol, if available)
- Another healthcare professional calling regarding patient (please add to list with URGENT at the front and IM CST team) e.g., Paramedic

Please note this is a guide, the list is not exhaustive. If you are unsure, please follow single point of access procedure to your Line Manager who will check with the CST.

Add to same day urgent list

**Signposting:**

**Pharmacy:**

- Mild cough/cold
- Conjunctivitis > 2 years old
- Haemorrhoids
- Skin conditions – but well in self, rash, ringworm, eczema
- Threadworm
- Headlice
- Chickenpox/hand, foot and mouth unless acutely unwell
- Hayfever
- Mild – moderate pain
- Mild acute diarrhoea < 5 days

**Primary eye care service:**

- Red, painful eye/eyelid
- Acute flashes/floaters
- Sudden vision loss
- Foreign body in eye

Signpost to other service

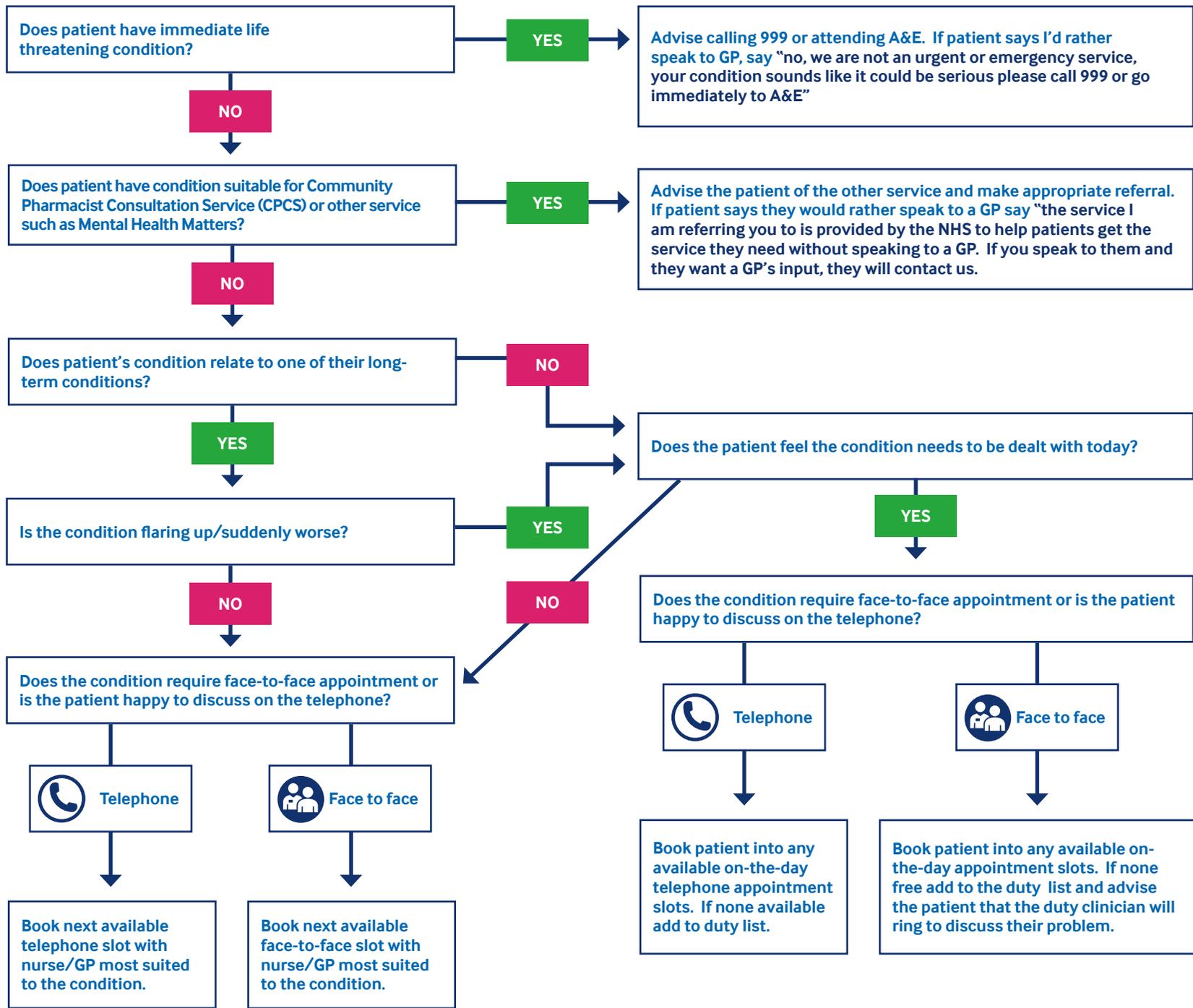
**Medication issues:**

- Side effects
- Medication queries
- Pharmacy queries
- Urgent queries

Book Pharmacist appointment

# Flowchart Sample 2

Flowchart Sample 1 and 2 are provided as examples only. They may be used as a guide for practices when devising and adopting an approach suitable for the specific needs of the practice.



# Flowchart Sample 1

Flowchart Sample 1 and 2 are provided as examples only. They may be used as a guide for practices when devising and adopting an approach suitable for the specific needs of the practice.