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The Next Steps on the Five Year Forward View commits to providing a comprehensive front-door clinical streaming service in every hospital by October 2017.

In order to support local planning and decision making, a set of underpinning principles for front door streaming have been developed. These principles and the Royal College of Emergency Medicine guidelines¹ refer to clinical streaming at the front door of ED, including to primary care services, as being an integrated function.

The key principle is the patient is assessed by a trained clinician within 15 minutes of arrival, including observations where indicated, and that they are directed into the appropriate stream. This may be combined with a more detailed process of triage to determine clinical priority.

Please disseminate the attached principles to relevant parties for use in conjunction with current and future models of primary care streaming.

Yours sincerely,



Pauline Philip
National Director of Urgent and Emergency Care

¹ See: [http://www.rcem.ac.uk/docs/SDDC%20Initial%20Assessment%20\(Feb%202017\).pdf](http://www.rcem.ac.uk/docs/SDDC%20Initial%20Assessment%20(Feb%202017).pdf)