Patient request can be closed with a written response, including appropriate advice and safety netting

Patient advised

Recorded in patient record

Patient request is scheduled for consultation with healthcare professional in practice or PCN

Patient request can be managed by another service

Signpost the admin query to appropriate team, e.g. referral queries to secretarial team, prescription requests to medicines management team, hospital appointment queries to e-RS or consultant secretary (depending on status of referral)

Patient directed or advised to call 999 or attend A&E

Review structured information (alongside population health segmentation and risk stratification information) in order to understand and assess nature and complexity of need and risk, in order to make decisions about next step. (This can be done using clinical judgement or following a clinically approved protocol)

No

Yes

If red flag symptom

Yes

Patient completes online consultation form.

*Note: OC tools can enable practices to route admin requests to appropriate teams or mailboxes. All OC tools should include red flag symptom check and patients are advised accordingly*.

Patient is advised about practice response time

Gather structured information from the patient

No

Is it a clinical reason?

Advise patient of the alternative service (refer if not a self-serve option)

Phone patient and book appointment

Which role should see this patient? Does the patient need same day consultation or not? Does the patient need continuity of care with a named healthcare professional?

Does the patient need a face to face or remote consultations?

Offer appropriate appointment, meeting the above parameters. Use, where appropriate patient’s preferred contact channel

Decision recorded in patient record either manually or automatically

Send patient appropriate self-booking link

Does the patient have immediate life-threatening symptoms?

Patient walks into reception

Patient is asked (verbally or by system prompt) to give a brief description of their reason for contacting the practice

Patient is asked for identifying information

(e.g. name, date of birth, first line of address)

Patient contacts practice by phone

Patient contacts practice