

Telephone Triage

To minimise footfall and incoming telephone calls from patients to your practice our advice is to convert all face-to-face appointments to Telephone Triage. Guidance on how to do this in your clinical system is provided through the links below.

- Patients booking their own appointments online should be clearly advised that these are telephone triage and they should provide a reason from their appointment. The appointment reason should be reviewed and signposted to the appropriate service if a telephone appointment is inappropriate.
- The NHS App (and other patient facing systems) provide patients with advice on what to do should they believe they may have the COVID-19 virus, ie, to use the NHS 111 Service. This should also contribute to reducing the demand on your GP Practice for appointments.
- Please note that access to requesting prescriptions online should be available at all times. Patients should be encouraged to nominate a pharmacy and practices should send the prescription to the pharmacy through EPS. Not only does this save the patient attending the practice but will also save time in practice.
- Practices offering a 100% online consultation service to their patients are not required to offer additional online telephone triage appointment booking. Appointments should continue to be made available to NHS 111 Service.
- **Patients can register for the NHS App without visiting their GP Practice (see remote vouching)**

System Configuration

EMIS Web Create online bookable telephone and video triage appointments (KB0064334)

[Emis Web Configuration for online booking of Telephone Appointments](#)

EMIS Web has produced this detailed step-by-step guide to help you manage your online appointments as best you can during this crucial period.

TPP Configuration for On-line Telephone Appointments

[SystemOne Configuration for On-line Telephone Appointments](#)

A guide to ensure that your on-line appointments for patients to book into are only telephone appointments. Each practice unit configuration is likely to be different, so please bear this in mind when using the guide.

Vision Patient Services Configuration User Guide

<https://info.visionhealth.co.uk/coronavirus-advice>

Please see the above link for advice. There is a link within it that explains how to change the appointment slot types.

Microtest Appointment Configuration Guide

[Microtest appointment configuration guide](#)

Detailed guidance for Microtest telephone appointments available in PDF – please contact your Implementation Lead if required.

Telephone Consultation - Guidance, hints and tips

eGP Learning: Quick Telephone Consultation Tips for GPs

<https://egplearning.co.uk/quick-telephone-consultation-tips-for-primary-care/>

eGP Learning: How to have a video consultation with your GP Surgery (for patients)

<https://drive.google.com/file/d/1dZZ6wueqDe-Tz25NLdKxJqmp-SFr70b3/view?usp=sharing>

GP-Training.net

[Telephone triage](#)

[Telephone consultations](#)