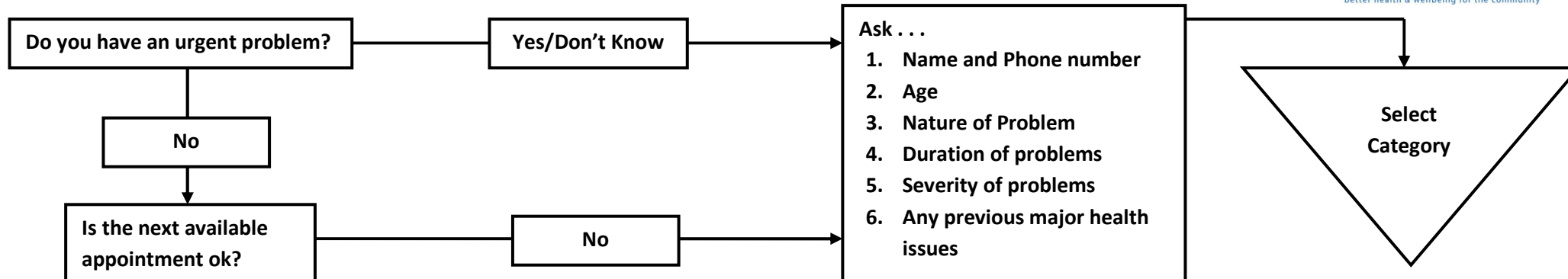


Prioritisation of Patients - Guide to Urgency for Non-clinical Staff in General Practice



1	2	3	4	5	6
Allergic reaction Breathing difficulties Chest pain Choking Collapse/Semi Conscious Fitting Head Injury Heart Palpitations Spinal Injury/trauma Uncontrollable Bleeding	Abdominal Pain Persistent Bleeding Extensive Burns Limb Numbness Loss of Speech Unable to Urinate	Bites Eye Injury Injured Limb/Possible Fracture Lacerations Suspected Meningitis Mental health /Psychological Distress Poisoning Pregnancy Problems Severe pain	Abuse/Assault Back Pain Extremely Anxious or Concerned patient Swollen Limbs Visual Disturbance	Rash (Acute) Unwell Child (persistent) Vomiting/Diarrhoea	Eye/Ear Infection Fever in Adults Post Operative Problems Urinary Problems Wound Infection



24 hours

<p>Call Ambulance 000</p> <p>Alert GP immediately! Retrieve patient file. Provide info to ED. Document</p>	<p>Go to ED</p> <p>Notify GP immediately! Retrieve patient file. Provide info to ED. Document Advise patient to call 000 if condition worsens</p>	<p>Discuss with GP or Nurse Now!</p> <p>Retrieve patient file. Document</p>	<p>Discuss with GP or Nurse in 30 Minutes</p> <p>Retrieve patient file. Document</p>	<p>Come to Surgery Now!</p> <p>Inform GP or Nurse Retrieve patient file Document</p>	<p>Make an appointment today or within 24hrs</p> <p>Inform GP or Nurse Advise patient to ring back if condition worsens Retrieve patient record Document</p>
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