Red Kite Health Solutions – Unscheduled Triage Report October 2020

Aim

Telephone First

In December 2015, the South Powys cluster practices introduced a, 'Telephone first' Nurse led triage pilot in to primary care. The aim of the service was to try and appropriately assess the requirements of patients requesting urgent, on the day, unscheduled care, with patients being triaged by a Practice Nurse over the telephone and signposted to the most appropriate service for their requirements. With 80% of GP partners in South Powys aged 50+ and with current low levels of interest when aiming to recruit new GP's it is imperative that GP time is spent on those patients who clinically need to see a Doctor, to improve access and care for those patients accessing services.

'Nurse Triage' refers to the process of assessment of patients requesting an appointment by a trained nurse, to ensure that they receive appropriate attention, in a suitable location, and by a suitable clinician or service. The benefits we have seen in South Powys from the implementation of nurse triage include better patient outcomes, appropriate signposting for clinical care and reaching those in greatest need of medical attention first.

This report provides:
- A review of the Nurse Triage pilot across the South Powys Locality/Cluster
- A report on the clinical outcomes recorded using the clinical template in place

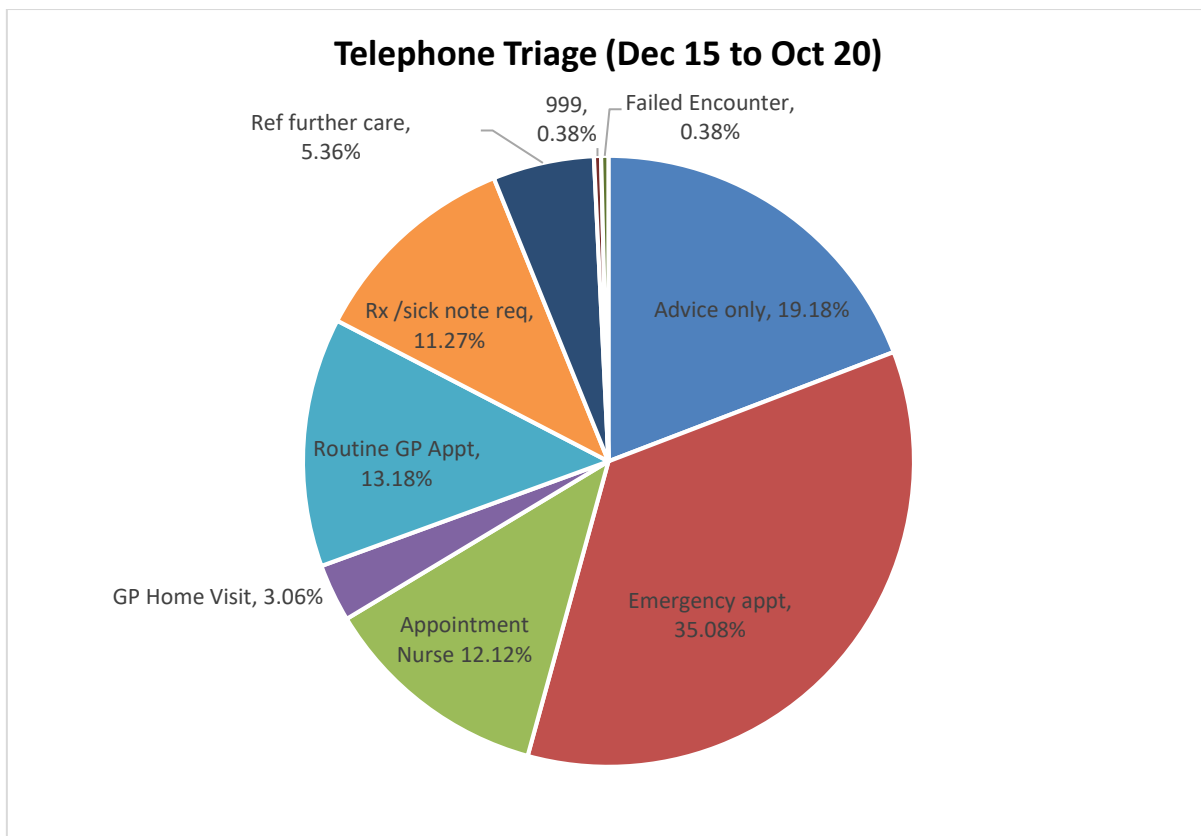**Method**

An Emis Web report was created to identify:
- The number of triage appointments where the clinical template had been used
- The type of triage encounters
- The outcome of the triage encounter
- Manual collection of the clinical outcome of each triage consultation where the template had not been used
- Age and Sex of those patients accessing the Nurse Triage service (Telephone and Seen By Nurse Triage)

Activity Dec 15 – October 2020

Telephone Triage:

A total of 40,699 telephone triage encounters *(42,995 patients)* have been recorded during the period December 2015 to October 2020. Clinical outcomes have been identified for 100 % of these encounters:

19.18%	9,723	Advice only
12.12%	6,143	Appointment with Nurse
13.18%	6,681	Routine GP appointment
35.08%	17,786	Same day appointment with GP
11.27%	5,712	Prescription/Sick Note
5.26%	2,718	Referral (e.g. optician, bloods etc)
3.06%	1,551	GP Home Visit
0.38%	191	Emergency 999
0.38%	194	Failed Encounter
Total:	**49,486**	**Clinical Outcomes**

Telephone Triage (Dec 15 to Oct 20)

- Ref further care, 5.36%
- 999, 0.38%
- Failed Encounter, 0.38%
- Advice only, 19.18%
- Rx /sick note req, 11.27%
- Routine GP Appt, 13.18%
- GP Home Visit, 3.06%
- Appointment Nurse 12.12%
- Emergency appt, 35.08%

Seen by Nurse Triage:

A total of 16,447 *(14,935 patients)* Seen by Nurse Triage encounters have been recorded during the period December 2015 to October 2020 and we have identified clinical outcomes for 100% of these encounters:

19.44%	3,197	Advice only
15.05%	2,476	Same day appointment with GP
4.38%	721	Routine GP appointment
53.73%	8,837	Prescription/Sick Note
5.72%	941	Referral for further care (e.g. optician, bloods etc)
1.09%	179	GP Home Visit
0.58%	96	Emergency 999
Total:	**16,447**	**Clinical Outcome**

Seen by Nurse Triage (Dec 15 to Oct 20)
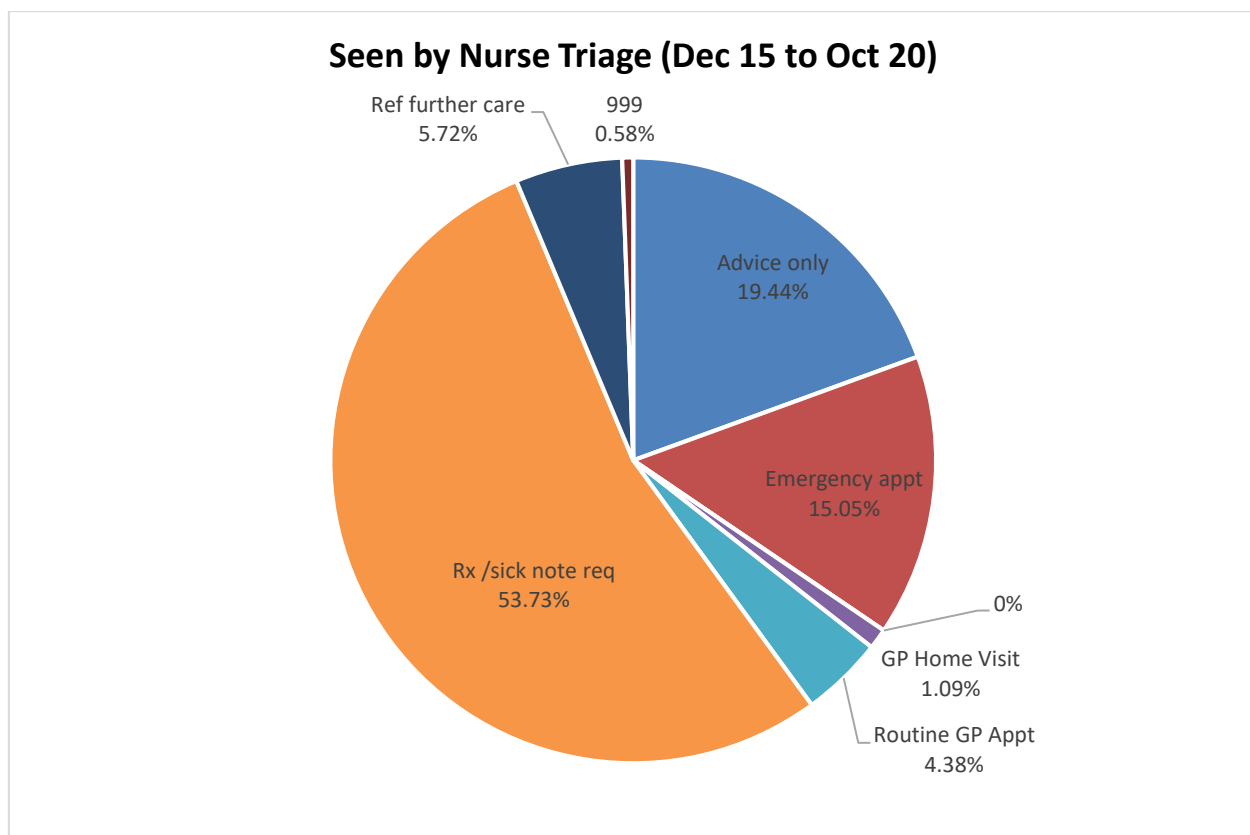
When comparing number of attendances to the number of actual patients for ALL Patients:

Telephone Triage 42,995 patients 50,699 activity = average of 1.18 for each patient
Seen by Nurse Triage 14,935 patients 16,447 activity = average of 1.10 for each patient

AGE/SEX ANALYSIS
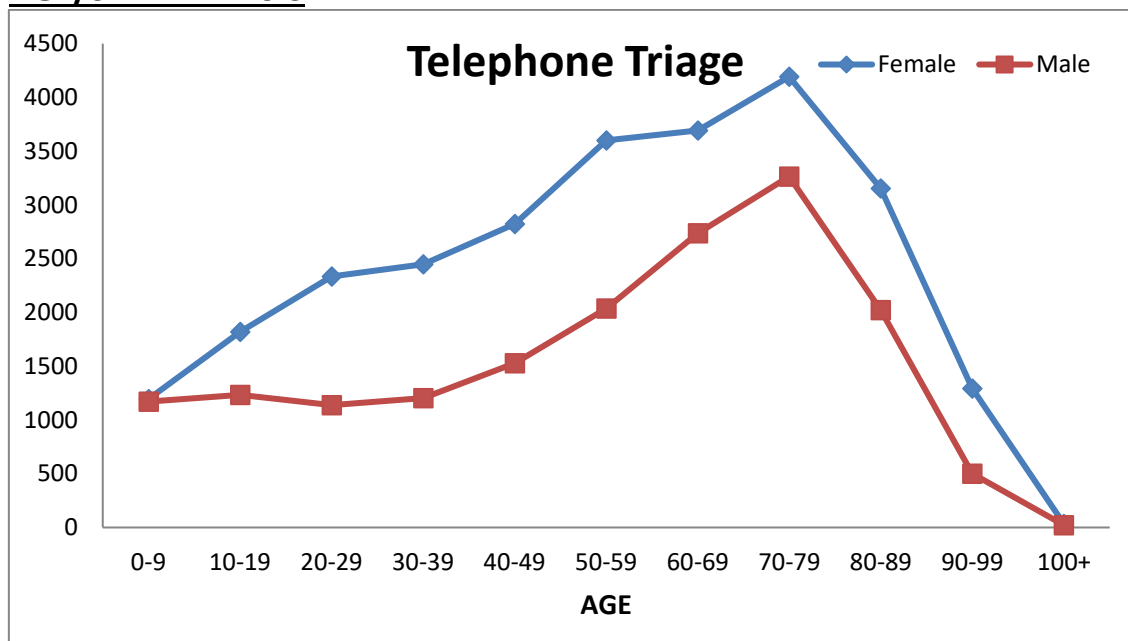
The age group of 60 years and older represents **33%** of our Cluster's population. In the period since this project commenced **65%** of this group has accessed the **TELEPHONE** triage and **52%** of this age group were then **SEEN BY NURSE TRIAGE**.

Summary of All Encounters (Telephone and Nurse Triage) December 2015 to October 2020

- To date **67,146** triage encounters have been undertaken since the project commenced. These encounters relate to **57,930** patients

- Of these, **12,920 (19.24%)** of **all** contacts (telephone and nurse triage) resulted in **ADVICE ONLY**

- **7,402 (11.02%)** have required a routine and not an urgent GP appointment

- A total of **46,884 (69.82%)** unscheduled **GP** appointments have been avoided for the accumulative period up to October 2020 - this was the number of patient consultations with a Nurse (advice only Prescription/Sick note, referral for further care and Emergency 999) and who because of the Triage did not need to be seen urgently by a GP.