

## Remote Triage Service Overview

### Why do we Triage?

GP practices across the UK are facing unprecedented demand pressures. Same-day appointment requests continue to rise, GPs are overwhelmed with routine queries that could be managed elsewhere, and patients are frustrated by long wait times. Traditional models of access are no longer sustainable, and practices need a smarter approach to managing demand whilst protecting GP time for complex clinical decision-making.

### What is Remote Triage?

Remote triage is a clinical filtering service delivered by qualified paramedics and Advanced Healthcare Practitioners (AHCPs) who assess patient queries at first contact. This service acts as an intelligent gateway, ensuring patients receive the right care, from the right professional, at the right time.

### How It Works

Our experienced clinicians begin by reviewing the case notes and patient history. Evaluating the presenting symptoms, medical background, and clinical urgency they determine the most appropriate pathway. Many patients will receive a telephone call from the clinician to ensure thorough assessment and proper safety netting. Outcomes may include immediate management, self-care advice, pharmacy referrals, booking with an appropriate healthcare professional.

### Clinical Performance

Our remote triage service delivers exceptional outcomes:

- **45-50 cases per session** – efficient, high-volume clinical decision-making
- **40-50% resolution at first contact** – patients receive immediate clinical advice without needing further appointments
- **Only patients who need an appointment** reach GPs – for example, complex, vulnerable, or long-term condition patients, protecting GP time for those patients who need it most

### Real-World Impact: Bedford Hill Family Practice

- **47.8% case resolution** at first contact
- **30% reduction** in overall appointment demand
- **16% re-attendance rate** compared to 29% national average
- Significant improvement in patient flow and GP capacity

## Service Model

**Staffing:** Qualified paramedics and AHCPs with robust clinical governance oversight

**Coverage:** Flexible delivery models including fixed hours, split sessions, or performance-based arrangements

**Integration:** Seamless connection with practice systems (EMIS, SystemOne) and online platforms.

**Quality Assurance:** Led by Head of Clinical Services with comprehensive audit, incident and performance reporting, and continuous improvement protocols

## Key Benefits

**For Practices:** - Reduced same-day appointment pressure - Optimised GP capacity for complex patients - Improved workflow efficiency - Enhanced staff satisfaction

**For Patients:** - Faster access to clinical advice - Appropriate care navigation - Reduced waiting times - Better continuity of care

**For GPs:** - Focus on complex clinical decision-making - Reduced routine query volume - Better work-life balance - Protected consultation time

## Pricing & ROI

We charge £46 per hour, delivering a £216 daily saving compared to having a GP conduct triage. This allows you to redeploy your GP into a support position, maximising their clinical expertise where it matters most. The service typically pays for itself through reduced locum costs, improved capacity utilisation, and enhanced patient outcomes.

## Getting Started

Implementation is straightforward with phased onboarding, comprehensive staff training, and ongoing support. Most practices can be deployed in 4-6 weeks and with weekly contract meetings initially, transitioning to quarterly reviews once KPIs are consistently met.