

# TELEPHONE ASSESSMENT APPOINTMENTS (TRIAGE)

This is a morning telephone call from your usual GP, or another GP if he/she is not available, which allows the doctor to determine the priority of your condition. **This does not mean you will not see a GP.** The GP will either:

- Book you a face-to-face appointment
- Deal with the problem over the telephone
- Direct you to a more appropriate service

## GOOD FOR

- Patients who work and find it difficult to make an appointment
- Patients who need to be seen in the morning
- Patients who are unsure if they need to see a GP face-to-face

## NOT USEFUL FOR

- Patients who wish to book in advance
- Patients who cannot be seen that day
- Patients who are unable to use the telephone or accept calls at work