Does patient have immediate life threatening condition?

- YES: Advise calling 999 or attending A&E. If patient says I’d rather speak to GP, say “no, we are not an urgent or emergency service, your condition sounds like it could be serious please call 999 or go immediately to A&E”

- NO: Does patient have condition suitable for Community Pharmacist Consultation Service (CPCS) or other service such as Mental Health Matters?

  - NO: Does patient’s condition relate to one of their long-term conditions?

    - NO: Is the condition flaring up/suddenly worse?

      - YES: Does the condition require face-to-face appointment or is the patient happy to discuss on the telephone?

        - YES: Book patient into any available on-the-day appointment slots. If none free add to the duty list and advise the patient that the duty clinician will ring to discuss their problem.

        - NO: Book next available telephone slot with nurse/GP most suited to the condition.

      - NO: Book next available face-to-face slot with nurse/GP most suited to the condition.

    - YES: Does the patient feel the condition needs to be dealt with today?

      - YES: Book patient into any available on-the-day telephone appointment slots. If none available add to duty list.

      - NO: Book patient into any available on-the-day appointment slots. If none free add to the duty list and advise the patient that the duty clinician will ring to discuss their problem.

  - YES: Advise the patient of the other service and make appropriate referral. If patient says they would rather speak to a GP say “the service I am referring you to is provided by the NHS to help patients get the service they need without speaking to a GP. If you speak to them and they want a GP’s input, they will contact us.”

- NO: Book next available telephone slot with nurse/GP most suited to the condition.

Flowchart Sample 1

Flowchart Sample 1 and 2 are provided as examples only. They may be used as a guide for practices when devising and adopting an approach suitable for the specific needs of the practice.