

## **New Triage process**

Triage process with built in checklist and automated tasking/follow up

## **Learning so far**

Key learning, data, reflections etc

## **Predictions**

- Take less time for the Duty worker to complete
- Encourage better referrals/seek better information
- Only putting people on the main Waiting List who are appropriate
- Initially increase rejected referrals

## **What we are doing**

- Testing phase
- 1 Duty worker completed on paper for June 2023
- Added to our Clinical Record – SystemOne
- Now being tested by 1 (of 4) teams/Localities – getting feedback
- Will roll out to wider team if ok

## **How we are measuring change**

What will you measure (based on your predictions); how often

## **Next steps**

- Gathering feedback from all 3 Duty Workers in South and West team who are trialling
- Speak to SystemOne Dev team re implementation
- Identify automation requirements