

Emergencies (call 111)

- ☐ Chest pain
- ☐ Acute shortness of breath
- ☐ Severe wheezing, asthma not responding to inhalers
- ☐ Sudden or severe allergic reaction
 - ☐ Poisoning
 - ☐ Severe bleeding
 - ☐ Severe burns
- ☐ Suspected broken bones
 - ☐ Acute head injury
- ☐ Severe headache, pain, or loss of coordination
 - ☐ Sudden numbness, weakness, or slurred speech
- ☐ Vomiting or coughing up of blood
 - ☐ Self-harm or suicidality
- ☐ Serious mental crisis e.g. psychosis
 - ☐ Acute confusion

Complex Care

- ☐ Requests for unusual or unindicated blood tests (e.g. heavy metal exposure, atypical hormones screens)
 - ☐ Patients with multiple comorbidities
- ☐ Methadone & controlled drug scripts unless prior agreement
 - ☐ Neonates < 4 weeks
 - ☐ Seriously unwell children <16 years

Accessibility

- ☐ Language difficulties unless an interpreter is arranged
 - ☐ Severe hearing difficulties unless supported
 - ☐ Blind unless supported
- ☐ Low health or technology literacy unless supported

Care Requiring In-Person Assessment:

- ☐ Foreign bodies e.g. grit in eye or ear
 - ☐ Painful ear discharge
 - ☐ Severe abdominal pain
 - ☐ Acute limb swelling
- ☐ Insurance & medical clearance forms such as driver's medicals