4ª REUNIÃO INTERNACIONAL
GRUPO PORTUGUÊS DE TRIAGEM

10 OUT. 2018

INFARMED \\ LISBOA

Manchester Triage System

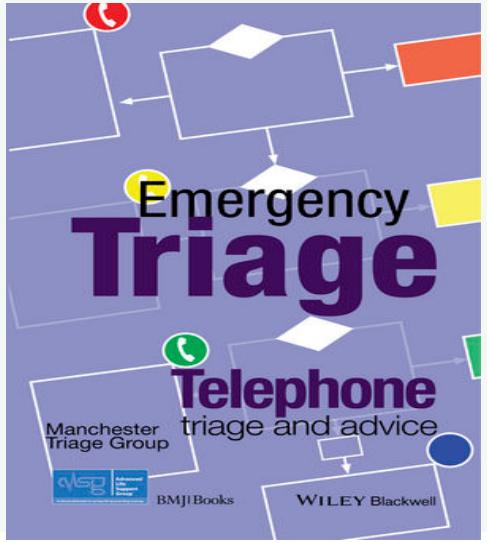
2018 IRG meeting LISBON October 10

Grupo Português de Triagem

4ª REUNIÃO
INTERNACIONAL
GRUPO PORTUGUÊS
DE TRIAGEM

Telephone Triage and Advice – Next Steps

Mark Newton



Manchester Triage System

2018 IRG meeting LISBON October 10

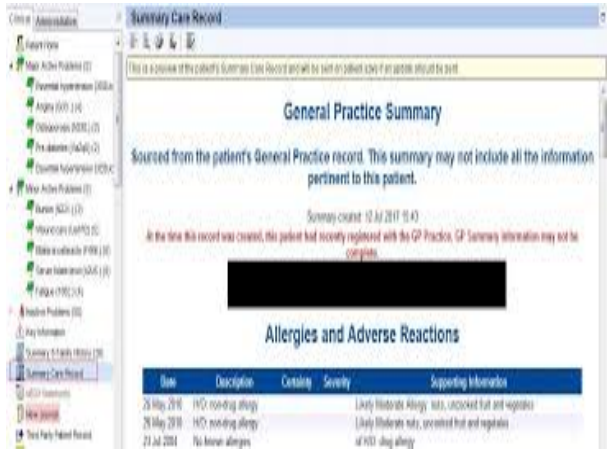
Grupo Português de Triagem

What are the UK challenges? Lord Carter!

- Ability to access general practice and community services
- Hospital Handover Delays
- Digitalisation
- Productivity
- Demand projection 38% in the next 10 years
- Demographic challenges

The Productivity Benefits of Telephone Triage

- Now used with electronic patient records
- Triage processes are becoming a framework for more in-depth assessment
- To support frontline clinical teams
- Telephone Triage is becoming ‘visual’
- Each triage event is saving 97 minutes of Double Crewed Ambulance time
- Multi-disciplinary- Paramedics/Nurses/Mental Health/Clinical Pharmacists

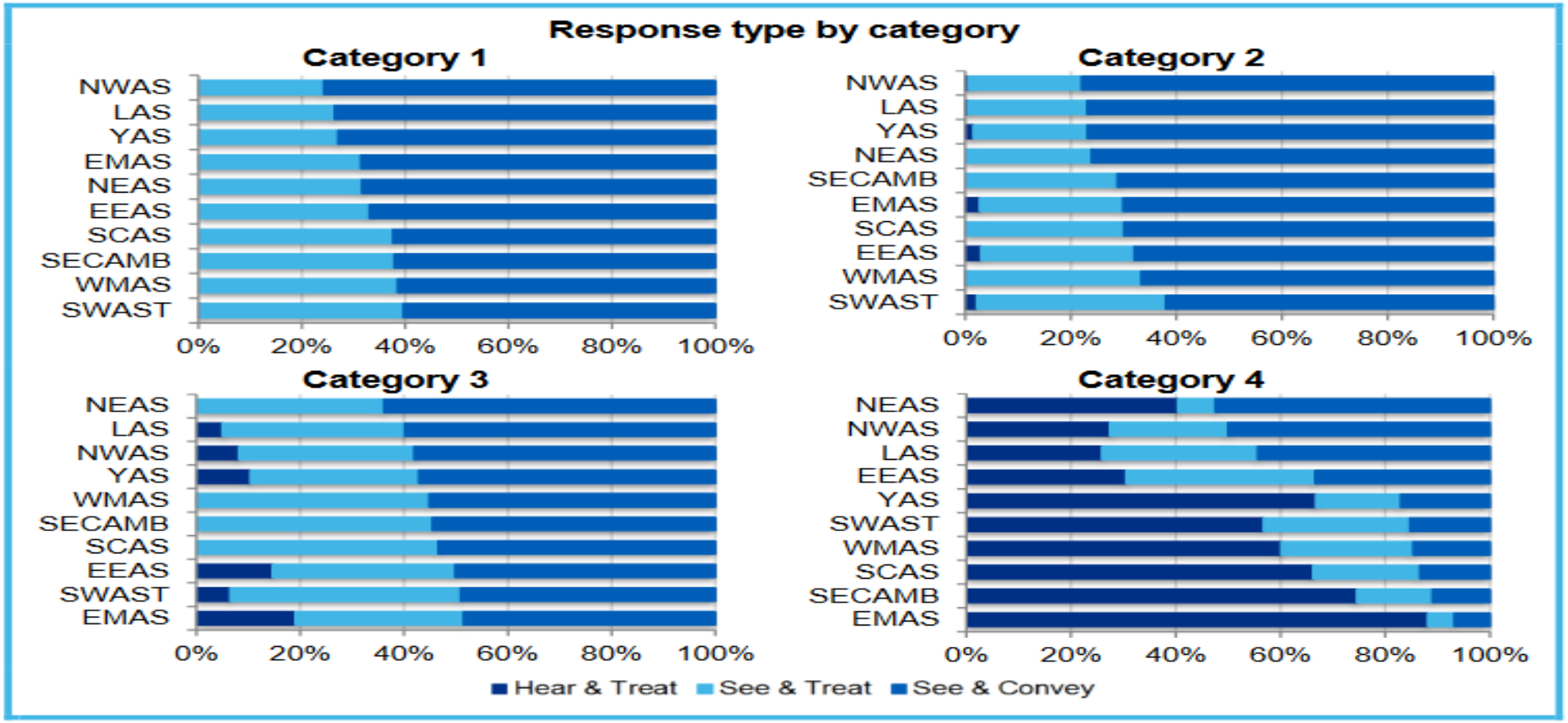


Manchester Triage System

2018 IRGM LISBON October 10

Grupo Português de Triagem

PDA Response Profiling



Manchester Triage System

2018 IRGi LISBON October 10

Grupo Português de Triagem

New Developments

- Police Triage
- Nursing and Residential Triage Tools
- E-Solutions for TTA and FtF Emergency Triage
- Linked to Electronic Patient Records
- Ability to interrogate the Directory of Services
- Higher Quality Audit and Quality Processes
- Integrated Urgent Care

Advisory Group and International Developments

- MTS TTA Advisory Group Meeting 4/18
- Representation from:
  - Norway, Azores, Northern Ireland, Canada, South Australia, UK
- Audit capability is the biggest single challenge
- Most UK Services have dedicated audit functions
- Changes to discriminators
  - Possible sepsis
  - Ingestion of potentially dangerous object
  - www.triagenet.net

Advisory Group TTA

4ª REUNIÃO INTERNACIONAL
GRUPO PORTUGUÊS DE TRIAGEM

In attendance		Apologies
Germer Schneider	Norway	Philip Poutney (Yorkshire Ambulance Service)
Stephanie Allmark	North West Ambulance Service/ALSG	Kelly Austin (North West Ambulance Service)
Mark Newton	North West Ambulance Service	Anthony Pryzibilla (South Australia)
Filipe Ribeiro	Azores	Ciaran Mckenna (Northern Ireland Ambulance Service)
Frank Rafferty	Northern Ireland Ambulance Service	Sian Ashford (Welsh Ambulance Service)
Nic Toms	New Zealand	Jorg Krey (Germany)
Sara Taherzadeh	Canada	Angela Lorrimer (Scottish Ambulance Service)
Thomas Njoroge	South Australia	Laurayn Macinnes (Scottish Ambulance Service)
Rene Bernklau	Canada	Jayne Scaife (Scottish Ambulance Service)
Annette Strickland	Yorkshire Ambulance Service	Simon Jennings (Yorkshire Ambulance Service)
		Tracy Pidgeon (London Ambulance Service)
		Tim Jones (Welsh Ambulance Service)

Manchester Triage System

2018 IRGmeeting LISBON October 10

Grupo Português de Triagem

International Developments

- NWAS Hub increased capacity for TTA to 180,000 per annum (80 WTE Clinicians)
  - Includes Clinical Pharmacists, and Mental Health Practitioners
  - Move TTA function onto a new CAD platform to enable better 'interoperability' with primary care
  - Trialling Orion Rhapsody-deflections increase by 10%
- Norway-TTA use increasing, good positive feedback in early stages
- Azores-Primary and Secondary Triage-Changing Political Environment
- Canada-UK Visit in 2017, aiming for implementation

International Developments

4ª REUNIÃO INTERNACIONAL
GRUPO PORTUGUÊS DE TRIAGEM

Provider	TTA Implemented
Norway	2014
New Zealand	2014
South Australia	2015
Northern Ireland	2017
Portugal (Azores)	2013
Mexico and British Colombia	2017
Canada	2018

Manchester Triage System

2018 IRGmeet LISBON October 10

Grupo Português de Triagem

OBRIGADO

Manchester Triage System

LISBON 2018 IRG meeting October 10

Grupo Português de Triagem