

# POPGUNS: Prioritization Of Patients: a Guide to Urgency for Non-clinical Staff



Do you have an urgent problem?

No

The next available appt is .... Is this ok?

**YES / UNSURE**

**NO**

Name /DOB of the patient?  
 Nature of the problem?  
 How long has it been happening?  
 How severe is it?  
 Previous *major health problems*?

Select a category below

**A**

**Chest pain**

**Difficulty breathing**

**Altered level of consciousness**

**Fitting**

**Uncontrollable bleeding**

**Spinal injury**

**B**

**Head injury**

**Severe allergic reaction**

**Persistent or heavy bleeding**

**Major burns**

**Major injuries**

**Bites if unwell**

**C**

**Extreme psychological distress or patient in danger**

**Poisoning**  
 Heart palpitations  
 Eye injuries

**Acute neurological changes including behavioural changes**

**Child with lethargy**

**D**

**Severe pain or other 'severe' symptom**

**Pregnancy:**  
 - pain or bleeding  
 - ruptured membranes  
 - reduced movement

**Abuse or assault**

**Visual disturbance**

**Patient with extreme concern**

**E**

**Unwell child with persistent**  
 - fever  
 - vomiting  
 - diarrhoea  
 - other symptoms

**Acute rash**

**Dehydration risk**

**Bleeding**

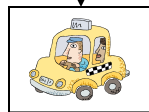
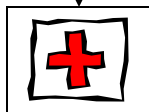
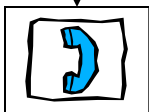
**Eye infections**

**F**

**Adult with persistent fever, but otherwise well**

**Post-op problems**

**Ear infections**



**24h**

**'Call 000'**

*Inform GP*  
 If relevant:  
 Retrieve pt file  
 Inform ED  
 Provide info to ED  
**Document**

**'Go to casualty'**

*Inform GP*  
 If relevant:  
 Retrieve pt file  
 Inform ED  
 Provide info to ED  
**Document**

**Interrupt GP (or Nurse)**

*Inform GP*  
 Retrieve pt file  
**Document**

**Discuss with GP or Nurse as soon as available**

*Inform GP*  
 Retrieve pt file  
**Document**

**'Come to the surgery now'**

*Inform GP*  
 Tell patient to call back if gets worse  
 Retrieve pt file  
**Document**

**Make an appointment within 24 hours**

*Inform GP*  
 Tell patient to call back if gets worse  
**Document**