



POPGUNS: Prioritisation of Patients; a Guide to Urgency for Non-clinical Staff

Do you have an urgent problem?

YES/UNSURE

Name/DOB of patient

Nature of problem

How long has it been happening?

How severe is it?

Previous **major health problems**?

Select a category from below...

NO

Is the next available appointment OK?

NO

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



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 it gets worse
Retrieve pt file
Document



24hrs

Make an appointment within 24 hours

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