

Digital triage in urgent care:

How can research findings drive improvement in service delivery?

Afternoon, Thursday 23rd June (online event)

With Ash Sexton, Dr Helen Atherton, Dr Jo Parsons, Dr Gary Abel, Professor Jeremy Dale

Agenda

13.30 – 13.35	Welcome and introductions – Helen Atherton
13.35 – 13:50	Background to the project / Digital triage in UK based urgent care – Ash Sexton
13.50-14.10	Research findings: analysis of patients and triage outcomes – Ash Sexton Q&A
14.10 -14.20	Break
14.20 – 14:40	Research findings – callers’ perspectives – Ash Sexton Q&A
14:40 – 14:45	Polls
14.45 – 15.15	Group discussion – Helen Atherton / Jo Parsons - Your experiences as a service provider/patient/researcher - Moving forward: areas of research to develop to improve service delivery
15.15-15.25	Feedback from discussions
15.25-15.30	Closing discussion and thanks – Helen Atherton

Event information

Key areas for discussion

- Short talk 1 Digital triage in urgent care triage & the PhD project
- Short talk 2 Research findings
 - *How do triage recommendations change from NHS 111 triage to secondary triage?*
 - *Which patients undergo clinician led triage?*
 - *What urgency triage recommendations are selected following secondary triage?*
- Short talk 3 What are patients and carers’ experiences?
- Group discussion:
 - Your experiences as a service provider/patient/researcher
 - Moving forward – areas of research to develop to improve service delivery