Appendix E – please note this is one of many examples and should not be copied but developed by clinicians specifically with your own practice in mind with clear training for staff.

**An Example – from a practice in NHS Fife**

**Breakdown of what goes where, remember to consult your list of suitable for ANP and GP**:

**TELEPHONE** **VIDEO**  **FACE TO FACE**

**Check no cough or fever** **Loss of Taste of Smell**

Mental health Skin/Nail problems Cancer

Medication advice Cellulitis Abdo Pelvic –new onset

Results – x-ray blood Back pain – if Type 1 Diabetes – unwell

Review med changes seen within last 2 weeks Headache- new Onset

Memory Impairment needs face to face Rectal Bleeding

Contraception Gout Breast Lump

Med3 Foot pain Prostate-testicular

BP if have a BP monitor Joint pain Abnormal Weight loss

Menstrual probs Rashes Altered Bowel habit

Thyroid issues Sore Throat Post Coital Bleeding

Ear pain – onset. If a returning issue/ Allergy

or worsening book face to face Leg Swelling

Post Natal – contraception advice Throat Symptoms

D&V - onset. If a returning issue/

worsening book face to face

Blood in Urine

Vaginal Discharge

Abdo Pains – ongoing chronic

Pelvic Pains – ongoing chronic

Chest Pain non cardiac if not 999

Anything Rejected from NHS 111