

### Service Provider Log – Triager

Thank you for agreeing to take the time to complete this log. It should take you no longer than five minutes to complete an entry. It is hoped that your log entries will highlight not only your own thoughts and experiences in relation to the RightPath Triage Service but also help inform further work to inform recommendations for improvement. We would be grateful if you could complete these honestly. It is not a test and there are no right or wrong answers - just your own views. Your responses will be kept anonymous and treated in confidence at all times.

Triage Letter	1	2	3	4	5	6	7	8	9	10
<b>1. How did you find the triage?</b>										
Very easy										
Easy										
Neutral										
Difficult										
Very difficult										
<b>2. What went well?</b>										
Clear referral letters										
Clear route where this patient should be triaged to										
Case(s) covered by triage guide										
Support from other clinicians										
Education from PMM										
Other – please tell us more in the box below										

Triage Letter	1	2	3	4	5	6	7	8	9	10
<b>3. Any areas of difficulty experienced?</b>										
Unclear referral letters										
Unclear triage pathway										
Complex cases										
Disagreement with colleagues										
Case(s) not covered by triage guide. Please tell us more in the box overleaf										
Conflict between triage guide and personal judgement										
Information about other local services would have been helpful here										
Lack of experience in this particular area										
Other – please tell us more in the box overleaf										

**If you have experienced any areas of difficulty this week:**

Triage Letter	1	2	3	4	5	6	7	8	9	10
<b>3b. How have you accessed further information or support for these areas of difficulty</b>										
RightPath Triage Guide										
Asked a colleague										
Asked someone else. Please provide detail on who in the box below										
PMM										
Other online resource - please state in the box below										
Textbook										
Other educational resource - please state in the box below										

Triage Letter	1	2	3	4	5	6	7	8	9	10
<b>3c. Could the areas of difficulty identified above have been helped by any education or training? Yes/No</b>										
<b>If yes please select you preferred method of education/training from the list below;</b>										
Case based group discussion seminar										
Phone a friend facility to discuss cases 1-1										
Signposting to resources										
Booklet of useful information										

**4. Any other notes or comments on the service this week**