

Brookside Group Practice Triage Notice

At Brookside we use the Anima online consultation platform to assess the medical needs of our patients and ensure they receive the appropriate care. This uses some AI to help us assess the appropriate next action to take.

Each request is reviewed by a member of our triage team made up of GPs, Paramedics and trained non-clinician patient services team members. All clinically urgent medical requests are responded to by the end of the working day.

A patient may be signposted elsewhere if their presenting medical condition can be more appropriately met by another service, such as Pharmacy First or a community or hospital service. If we are unable to fulfil the clinical need of the patient safely within the expected timeframe at the Practice, a patient may be signposted to an alternative acute service.