GP Triage - Service Definition

GP Triage Overview

GP Triage is an AI-powered, autonomous triage and booking platform for NHS general practice. It allows patients to request help online, uses an AI engine to ask follow-up questions and understand the problem, and then automatically decides how urgent the request is and where it should go. Where appropriate, the system can book directly into the practice's existing clinical system. This removes the need for clinicians to manually triage every request and reduces the pressure on traditional "total triage" models.

When a patient starts a request, GP Triage verifies their details through the NHS Digital Patient Demographic Service and then asks a series of dynamic questions. These questions are generated by the AI module (MHRA Class IIb) based on the patient's answers, so that the system can build a meaningful picture of what is wrong, how long it has been going on, and what risk factors are present. The system then classifies the request as urgent, semi-urgent, routine, and applies the practice's agreed rules to decide what happens next. Administrative requests, such as requests for sick notes or doctor's letters, are also handled through GP Triage.

From an operational perspective, GP Triage is designed to support same-day demand, routine demand, and cross-site or hub-based models. It uses the practice's own slot types and capacity rules to attempt automatic booking into appropriate slots in the clinical system. Where no suitable capacity is available for that type of problem or urgency, the system follows practice-defined fallback rules, such as routing to a duty list or asking the patient to call the practice. This reduces manual sorting and removes the need for clinicians to triage every individual request.

From a clinical perspective, all requests remain visible to the practice team through a structured dashboard. Clinicians can review, reassign, or escalate cases where needed, but they do not have to perform the initial triage or sorting stage. The system supports safety-netting, documentation and fully explainability with audit, so that practices can understand how requests were handled and what decisions were made.

From an AI perspective, GP Triage uses controlled models to drive questioning, summarise what the patient has said, identify likely urgency and suggest suitable routing. These models are used to support workflow and prioritisation. They do not provide diagnosis or treatment recommendations and do not replace clinical judgment. The design is intended to fit within NHS safety expectations and wider data protection requirements, with clear visibility of requests and outcomes for the practice.

GP Triage is delivered as a cloud-based service and connects with existing clinical systems for booking and workflow. It can be used by individual practices, Primary Care Networks, or Integrated Care Boards, including shared duty hub and multi-site models.

Key capabilities of the service

GP Triage provides a structured set of capabilities that support demand management, clinical workflow, and patient access in NHS general practice.

Patient request intake

Patients can submit requests online for symptoms, medication issues, administrative queries, or test results. The system verifies patient identity through PDS and collects relevant information through dynamic questioning.

AI-driven questioning and summarisation

The AI module adapts questioning based on patient responses to gather the information required to understand the problem and relevant risk factors. The system produces a structured summary of the request for practice staff.

Urgency classification and routing

Requests are classified as urgent, semi-urgent, routine, or administrative. Based on this classification and the practice's agreed rules, the system determines what action should be taken next, without requiring clinicians to manually triage every request.

Automated booking into clinical systems

Where suitable capacity exists, GP Triage can book patients directly into the practice's clinical system using the appropriate slot types for the level of urgency. Slot types and capacity rules are defined during onboarding and can be updated as practice workflows evolve.

Fallback logic when capacity is unavailable

If no suitable capacity exists for the specific urgency or problem type, GP Triage follows the practice's defined fallback rules, such as routing to a duty list, asking the patient to call the practice, or diverting to a non-GP service.

Administrative workflow support

Administrative requests such as fit notes, repeat prescriptions, sick notes, letters, and general enquiries are classified separately and routed directly to administrative teams, reducing unnecessary clinical workload.

Structured duty workflow

All requests are visible to the practice through a structured dashboard. Clinicians and administrative staff can review, reassign, escalate, or complete tasks. This supports hub-based models, cross-site working, and duty team workflows.

Pathway configuration for non-GP services

Practices can configure pathway options to divert suitable cases to allied health services, including but not limited to: pharmacy, physiotherapy, sexual health, or other local services. This supports local access models and reduces pressure on GP appointments.

Safety, documentation, and audit

The system provides structured summaries, safety-netting messaging, and audit trails for requests and actions. This supports internal governance, medico-legal requirements, and local reporting needs.

Scalable deployment

GP Triage supports single-practice deployment, Primary Care Network hub models, and Integrated Care Board scaling. Cross-site duty lists and flexible routing allow practices to share capacity and standardise workflows across multiple sites.

Service Components

GP Triage is delivered as a managed cloud service and is made up of the following components:

Patient-facing request portal

A secure web interface that patients use to submit clinical and administrative requests. The portal supports structured questioning, patient identity verification, and messaging. This portal can be accessed via the GP practice website, and in future from the NHS App.

AI Triage Module

A controlled AI module that drives adaptive questioning, summarises patient responses, and provides structured data for classification and workflow. The module does not provide diagnosis or treatment recommendations. The model is fully explainable, auditable, and works in a probabilistic fashion to identify and triage the clinical presentation. Subsequently, the GP Triage system applies routing logic, and initiates appropriate booking or fallback actions based on practice configuration.

Clinical system integration layer

A connection layer that enables appointment booking and workflow synchronisation with the practice's existing clinical system. No local installation is required at the practice.

Practice dashboard

A browser-based dashboard providing duty clinicians and administrative staff with visibility of all incoming requests, actionable tasks, and booking outcomes. Staff can reassign, escalate, or complete work from the dashboard. The dashboard also includes analytics functionality.

Configuration and pathway catalogue

A catalogue of triage pathways, slot mappings, fallback rules, and non-GP service options that can be configured during onboarding and updated as operational models change.

Reporting and audit trail

A reporting layer that provides structured data and audit history for requests, actions, and booking outcomes. This supports local governance, medico-legal requirements, and service improvement.

Hosting and system management

A cloud hosting environment and system management service that includes maintenance, updates, monitoring, and performance management. No hosting or infrastructure is required at the practice.

Support and service management

A managed service providing technical support, user assistance, and service management for practices, PCNs, and ICBs during onboarding and ongoing operation.

User roles and responsibilities

GP Triage supports multiple user roles within NHS general practice. Each role has different access levels and responsibilities within the platform.

Patients

Patients use the web portal to submit clinical or administrative requests and receive updates. They provide information about their symptoms or needs, respond to follow-up questions, and receive booking confirmations, instructions, or safety-netting messages.

Duty clinicians

Duty clinicians oversee same-day and urgent demand. They use the dashboard to review requests where needed, reassign work, escalate cases, or provide clinical input. Duty clinicians may complete certain requests directly or ensure appropriate follow-on actions are taken.

Routine clinicians

Routine clinicians may receive requests that have been classified as non-urgent and booked into routine capacity, dependent on practice requirements. They use the system outputs for context, handover information, and safety-netting instructions. They can also review system outputs when seeing the patient in their scheduled appointment during a clinic.

Administrative staff

Administrative teams manage non-clinical requests such as medication issues, fit notes, letters, and general queries. They use the dashboard to complete tasks, communicate updates to patients, and close requests when finished.

Practice managers and operational staff

Practice managers configure slot types, fallback rules, and workflow options during onboarding. They may oversee reporting, onboarding changes, and updates to capacity rules or pathway configuration as local operating models evolve.

PCN and hub teams (optional)

In PCN or hub-based deployments, shared duty teams may handle triage and booking across multiple member practices. GP Triage supports cross-site visibility and shared workflows where required.

Onboarding

GP Triage provides a structured onboarding process to ensure that each practice, PCN, or hub model is configured correctly before go-live. Onboarding is delivered by GP Triage and includes configuration, training, and change support.

Information gathering

The onboarding team collects information about the practice's appointment types, capacity rules, hub models, and administrative processes. This includes identifying urgent, semi-urgent, routine, and administrative workflows, as well as any non-GP service pathways.

Clinical system preparation

Practices provide the necessary information for clinical system connection so that booking and workflow integration can be enabled. No local installation is required at the practice.

Pathway configuration

The practice selects from a catalogue of triage pathways covering clinical and administrative use cases. Each pathway includes a recommended routing outcome, such as automatic booking, diversion to another service, or routing to duty lists.

Slot mapping and fallback rules

Slot types and capacity rules are mapped to the practice's clinical system. Fallback actions are defined for scenarios where suitable slots are unavailable, such as routing to duty teams or asking patients to contact the practice.

Training and user enablement

GP Triage provides training for clinicians, administrative staff, and operational leads. Training covers dashboard usage, request handling, booking outcomes, messaging, and cross-site workflows where relevant.

Testing and validation

Before go-live, the configuration is tested to ensure that bookings, routing rules, and workflows perform as expected. Practices confirm that the system behaves correctly for both clinical and administrative requests.

Go-live support

On the agreed go-live date, GP Triage provides full support to duty teams and administrative staff to ensure a smooth transition. Support continues while the system is embedded into daily operations.

PCN and hub deployment

For PCN or hub-based models, onboarding includes mapping of member practices, shared duty lists, and cross-site workflows. This allows shared teams to handle demand across multiple practices.

Service levels

Service availability

GP Triage is provided as a cloud-based service with a target availability of 99.9% measured on a monthly basis. Availability excludes planned maintenance and scheduled updates, which are communicated to customers in advance. Availability targets are subject to underlying dependency services and reasonable operational constraints.

Support hours

Standard support is provided Monday to Friday, 09:00–17:00 UK time, excluding bank holidays. Support outside these hours is provided on a reasonable endeavours basis for high-impact issues.

Incident severity and response targets

GP Triage uses the following incident severity categories and response targets. These targets reflect typical industry practice and represent the service team's aim, but do not create guaranteed contractual commitments beyond the Ts & Cs:

- Severity 1 – ***Critical***
  A complete outage or service failure impacting all users and preventing normal practice operation.
  Target acknowledgement - within 1 business hour
  Target initial response - within 4 business hours

- Severity 2 – ***High***
  A significant service degradation affecting many users or a key capability (for example inability to book urgent slots).
  Target acknowledgement - within 2 business hours
  Target initial response - within 1 business day

- Severity 3 – ***Normal***
  A partial issue or functional enquiry that does not significantly affect service operation.
  Target acknowledgement - within 1 business day
  Target initial response - within 2 business days

Support channels

Support is provided through the GP Triage support portal, email, and scheduled calls as required. Customers are provided with an escalation path and contact points upon onboarding.

Maintenance and updates

Routine maintenance, patches, and feature updates are applied by GP Triage without customer action. Where possible, maintenance is scheduled outside core service hours to minimise disruption. Customers are notified in advance of significant updates or scheduled maintenance.

Service reporting

Standard service reporting includes aggregated availability and incident summary data. Additional reporting can be provided on request subject to mutual agreement.

Compliance, Safety, and Regulation

GP Triage meets the core regulatory, clinical safety, data protection, and information governance standards expected for NHS primary care software.

Regulatory Status

- GP Triage's AI-led assessment module is certified as a **Class IIb Medical Device** under MDR (EU) and MHRA (UK) through its OEM partner.
- The GP Triage orchestration layer (workflow, booking, dashboard, communications) does not constitute a medical device as per MHRA guidance and independent regulatory advice.
- The combined service follows a recognised software-as-a-medical-device (SaMD) governance model.

Clinical Safety

- GP Triage is compliant with **DCB0129** (Manufacturer) and **DCB0160** (Implementer) clinical safety standards.
- Clinical safety activities are overseen by a qualified Clinical Safety Officer and documented through hazard logs, risk assessments, decision logs, and safety case reports.
- Safety artefacts are available to purchasing organisations on request (e.g., safety case, hazard log, DPIA, ORA).

Digital Technology Assessment Criteria

- GP Triage meets **DTAC** requirements across all relevant domains (clinical safety, data protection, technical security, interoperability, usability & accessibility).
- Evidence bundles are maintained and available for due diligence review.

Information Governance & Data Protection

- GP Triage is compliant with **DSPT** requirements and has a current annual completion.
- Data Protection Impact Assessment (**DPIA**) is maintained and kept current, covering processing purposes, lawful basis, risk mitigations, and data flows.
- GP Triage operates under NHS-standard data processing terms for primary care.

Security & Assurance

- GP Triage holds both **Cyber Essentials** certification for its core platform and AI module respectively. The GP Triage DevOps implementation on Microsoft Azure is covered by Microsoft's **Cyber Essentials Plus** certification.

- Penetration testing is conducted by independent third parties with remediation tracked to closure.
- The platform uses NHS-standard encryption, identity, access control, and audit patterns.
- GP Triage is progressing towards **ISO 27001** certification with an established ISMS implementation underway.

AI Governance & Transparency

- GP Triage provides safety documentation describing the intended clinical role of AI, risk mitigations, escalation behaviours, and handover points to clinicians.
- AI functionality is transparent and explainable to clinical users, with clear boundaries and documented behaviours.
- No AI features operate without clinical visibility or governance.

Service Implementation, Onboarding, and Offboarding

GP Triage is designed for rapid deployment into NHS general practice with minimal operational disruption and no local installation requirements.

Implementation Approach

- Deployment follows a structured onboarding model covering service design, configuration, integration checks, testing, and go-live support.
- The service is cloud-hosted and accessed through modern web browsers; no local software installation is required.
- Clinical system integration uses approved interoperability routes to enable bookings, documentation, and PDS checks.

Onboarding Activities

Onboarding typically includes:

- Requirements capture (clinical pathways, appointment rules, workflows)
- Configuration of urgency rules and booking behaviours
- Clinical system connectivity checks
- Dashboard user provisioning
- Training for clinical and administrative users
- Live testing using designated test patients
- Post Go-Live support and customer success, including patient education

Implementation Timeline

Implementation timelines vary by practice maturity and decision-making speed.

- Typical onboarding takes 1 - 4 weeks
- Go-live dates are agreed in advance with practice leadership

Roles and Responsibilities

GP Triage provides:

- Project coordination and implementation support
- Configuration and system design

- Training materials and user guides
- Integration assistance and troubleshooting
- Go-live support
- Post-deployment review and optimisation

Customer organisations provide:

- Named project contact(s)
- Access to the clinical system for configuration and testing
- Test patient details
- Confirmation of slot types and booking rules
- Staff lists for dashboard access

Training and Documentation

Training is provided digitally with optional live sessions. Materials typically include:

- User guides for clinical and administrative staff
- Walkthrough videos for both staff and patients
- Clinical safety and governance documentation
- Patient-facing communication templates

Service Changes and Configuration Updates

- Configuration updates are included as part of the service.
- Requests for pathway changes, routing adjustments, or workflow updates can be raised through the support team at any time.

Offboarding and Data Export

At the end of the contract, customers may:

- Export patient request histories and audit logs
- Request closure of accounts and access permissions
- Request assistance with data disposal in line with NHS information governance policies

All data handling at offboarding follows DSPT and ICO requirements for secure disposal.

Service Management & Support

GP Triage provides a structured service management model designed for NHS primary care, with clear routes for issue reporting, change requests, and escalation.

Support Model

Support is delivered directly by the GP Triage team. Support channels include: -

- Email support for requests, incidents, and configuration changes
- Scheduled video sessions for training and troubleshooting
- Optional phone support for high-priority issues

Support covers clinical, technical, and administrative queries related to the platform.

Service Hours

Standard support hours are:

- Monday to Friday: 09:00 – 17:00 (UK time)
- Excluding UK public holidays

Support requests submitted outside these hours are received, assessed, and actioned the next working day unless classified as high-priority. On Call Support is available for critical severity issues 24/7/365.

Service Level Expectations

GP Triage provides service level expectations covering:

- Initial response times
- Incident classification
- Resolution time targets
- Communication during incident management

SLA detail is provided in the Terms and Conditions and can be shared for procurement review.

Incident Classification

Incidents are triaged according to clinical and operational impact: -

- Priority 1 (Critical) - Service unavailable or significant patient safety impact
- Priority 2 (High) - Degraded functionality with operational impact
- Priority 3 (Standard) - Minor issues or queries

- Priority 4 (Request) - Configuration changes or non-urgent tasks

Maintenance and Updates

GP Triage is delivered as a cloud-hosted service with continuous improvement. This includes:

- Regular feature updates
- Security patches
- Performance improvements

Updates are deployed with minimal disruption. Maintenance windows, if required, are scheduled out of hours with advance customer notice.

Monitoring and Alerting

The service is monitored for availability, latency, and error rates using automated alerting. This allows proactive identification and resolution of issues.

Configuration Change Requests

Configuration changes such as routing adjustments, wording changes, or booking rule updates can be submitted at any time and are included within standard support.

Platform Availability

GP Triage targets high platform availability consistent with NHS clinical system dependencies. Availability reporting can be shared on request.

Escalation Path

Escalations follow a clear chain:

1. Support team
2. Technical & Development Team
3. Service Development Lead
4. Executive escalation (if required) to Chief Technology Officer

Customer Responsibilities

Customer organisations are responsible for:

- Maintaining user access lists
- Informing GP Triage of staffing or workflow changes impacting configuration
- Providing clinical system access for onboarding and testing

Training and User Documentation

GP Triage provides training and documentation to support safe and effective use across clinical, operational, and administrative teams.

Training Format

Training is provided through a mix of formats suitable for practices, PCNs, and ICBs, including:

- Live video training sessions
- On-demand walkthrough videos
- Digital user guides
- Troubleshooting guides and quick reference material

Training can be tailored for clinical staff, duty staff, care navigators, and administrative users.

Documentation Provided

User documentation typically includes:

- GP Triage user guides for clinicians and administrative staff
- Step-by-step onboarding guidance
- Clinical and operational safety documentation
- Data protection and privacy information
- Accessibility statement
- Change log and release notes

Documentation supports compliance with DSPT, DCB0129, DCB0160, and DTAC evidence expectations.

Audience Coverage

Documentation is structured to support:

- Clinical oversight teams
- Operational management
- Reception and care navigation teams
- Digital/IT teams
- Clinical Safety Officers & Information governance leads

Refresh and Updates

Documentation and training resources are updated when new features or safety-relevant changes are introduced. Updates are communicated to designated practice contacts.

Accessibility

Training and documentation are designed to be accessible to users with differing digital literacy and role requirements, with online access available for all live customer sites.

Service Constraints and Technical Requirements

GP Triage is delivered as a cloud-hosted service with no local installation required. The following constraints and technical requirements apply.

Browser Requirements

GP Triage supports current versions of modern browsers, including (but not limited to):

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari

Older or unsupported browsers may not provide full functionality.

Device Requirements

The platform is accessible on:

- Desktop and laptop devices (full functionality)
- Tablets (full functionality)
- Smartphones (full functionality)

Dashboard access on mobile devices is not recommended for clinical use.

Clinical System Integration

Integration with the customer's clinical system requires:

- Access to appointment slots for booking workflows
- Access to write-back functionality for documentation
- Approved interoperability routes (e.g. secure API, PDS verification)

Customers are responsible for providing access credentials for testing and go-live.

Networking and Connectivity

The service requires:

- Reliable internet connectivity
- Ability to access HTTPS endpoints over standard ports (443)

No VPN or private network is required unless specified by the customer's IT policies.

Dependencies

The service depends on:

- Availability of the customer's clinical system for booking and documentation
- NHS services such as PDS for patient verification
- Customer provision of onboarding information (slots, pathways, access, test patient)

Service Limitations

- Offline mode is not supported
- Local installation is not provided (as not required)

Any updates to dependencies are communicated in advance where they affect customer use.