Care Quality Commission

Additional prompts for triage apps supporting healthcare services

These service-specific prompts are in addition to those in the [assessment framework for healthcare services.](#) Please read both.

Safe	By safe, we mean people are protected from abuse* and avoidable harm. *Abuse can be physical, sexual, mental or psychological, financial, neglect, institutional or discriminatory abuse.
Effective	By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.
Caring	By caring, we mean that the service involves and treats people with compassion, kindness, dignity and respect.
Responsive	By responsive, we mean that services meet people's needs.
Well-led	By well-led, we mean that the leadership, management and governance of the organisation assures the delivery of high-quality and person-centred care, supports learning and innovation, and promotes an open and fair culture.

Safe

S1: How do systems, processes and practices keep people safe and safeguarded from abuse?

How were those who procured the triage solution (at the practice or on its behalf e.g. CCG or federation) assured that the triage solution is safe and effective?

S2: How are risks to people assessed, and their safety monitored and managed so they are supported to stay safe?

If local modifications have been made to the triage solution, how is the practice assured that it remains safe and effective?

S3: Do staff have all the information they need to deliver safe care and treatment to people?

How are relevant staff made aware of any updates to the triage solution?

S6: Are lessons learned and improvements made when things go wrong?
What would happen if any of the following occurred in relation to the triage solution:

- clinical incident
- workflow or process incident
- data protection or data security incident (also W6).

Effective

E3: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care, support and treatment?
What additional training have staff involved in processing information from the triage solution received?

Responsive

R2: Do services take account of the particular needs and choices of different people?
How does the practice ensure that it meets the needs of patients who use the triage solution?
What are the arrangements to ensure that patients who are unable to use or access the triage solution are not disadvantaged in terms of accessibility to care and treatment?

R3: Can people access care and treatment in a timely way?
What are the timescales for responding, including offering appointments when needed?
How would the triage solution handle a problem that could become urgent, for example abdominal pain?

R4: How are people's concerns and complaints listened and responded to and used to improve the quality of care?
How are complaints relating to the triage solution dealt with?

Well-led

W6: Is appropriate and accurate information being effectively processed, challenged and acted on?
How does the practice assure itself that the triage solution is functioning as intended?