**Feedback from GPs Nurse Practitioners and Paramedics for the General Surgery SAU call triage service trial**

To all General Practitioners, Nurse Practitioners and Paramedic staff.

In June, the department of General Surgery began a trial in which GWH switchboard transferred callers asking for the Surgical Assessment Unit through to a Senior Registrar to enable triaging for management advice, referral for urgent assessment, or SAU clinic bookings.

We are keen to receive feedback on this trial.

If you would like to make comments or suggestions for improvement, please email either of the following with your responses to the short questionnaire.

* Miss Emma Court project Lead Registrar, [emma.court@nhs.net](mailto:emma.court@nhs.net)
* Mr Rod Alexander Lead Consultant, [roderick.alexander@nhs.net](mailto:roderick.alexander@nhs.net)

**Questionnaire**

**What is your role?**

General Practitioner / Nurse Practitioner / Paramedic

**Have you used the SAU call triage service?**

Yes/No/NA

**Was it easy to get through to the Surgical Registrar?**

Yes/No/NA

**Were you satisfied with the outcome of the call?**

Yes/No/NA

**Do you feel the service contributes to improving patient care?**

Yes/No/NA

**What do you feel is the biggest barrier to getting acutely unwell surgical patients assessed at GWH?**

**Could you make any suggestions for improvement of the service?**

Yes/No .......................................................................

**Would you support continuation of the service?**

Yes/No

**Any other comments?**

Many thanks for your opinions, which will help us to improve the service.