

Transforming Patient Care Through Intelligent Digital Triage:

Brookside Surgery’s Innovative Approach to Population Health Management



At a Glance

[Brookside Group Practice](#) in Berkshire, UK has revolutionized patient access and care continuity by implementing an innovative digital triage and segmentation model which can be used by front-desk staff and is showing great benefits for patients. Using the Johns Hopkins ACG® System’s Patient Need Groups (PNG) segmentation model — within the Frimley ICS and Partners Connected Care platform and combining with their digital triage system — this innovation streamlines the patient triage process, reduces workload and enhances patient outcomes.

Challenges

Inefficiencies in Brookside Surgery’s triage process — especially long phone queue times — slowed access to booking appointments with the appropriate clinician. In addition, clinicians were burdened with administrative tasks, limiting their time spent with patients. A safer, more equitable triage system was needed to prioritize urgent cases effectively while improving overall access to care.

What the Team is Saying

Dr. Amit Sharma, GP Partner & Strategy Lead, says **‘Segmentation and digital triage are tools that can transform care delivery, whatever the context.’**

Natasha Poller, Digital Transformation Manager, says **‘Segmentation has made a huge difference to how we do our triage, improving continuity and allowing us to catch diagnoses much earlier.’**

Dr. Alison Malcolm, GP Partner & Digital Lead, says **‘Patients get the right care at the right time, prioritized based on need.’**

Solutions

By combining a historical view of patient health needs using PNG segmentation with self-reported symptoms, Brookside developed an innovative triage approach that assigns a RAG (Red, Amber, Green) rating to both individual conditions **and** overall patient need. This enables real-time assessment of patients and optimizes care prioritization — **a first of type integration of digital triage and segmentation in the UK.** This approach has streamlined the triage process, reduced administrative workload and ensured patients are prioritized and scheduled with the appropriate clinician the first time — reducing phone queuing time and improving both efficiency and care outcomes. Patients also have easier and equitable access to booking appointments through their preferred channels — via phone, online or in-person — giving them greater control over their health care journey.

Key Metrics

- Call waiting times reduced from 18 minutes to 4 minutes in the first year
- 75% of patients now use online forms to access care
- National recognition — [HSJ award winner](#) for ‘Improving Primary Care Through Digital’ 2024

Benefits



Improved Patient Access: Faster, more efficient triage reduces waiting times.



Enhanced Continuity of Care: Patients see the same dedicated care team each time.



Reduced Clinician Administrative Burden: Time saved allows more meaningful patient interactions while the innovative triage system offers workforce development.