

# "TOP TRIAGE" - REMOTE CONSULTING SIMULATION



An interactive group-based simulation exploring and teaching key concepts in primary care remote consulting and triage that offers a novel and inspiring approach for trainers to engage with the next generation of GPs and allied healthcare professionals through a true-to-life gamification of a GP on call

## Background

6.3 million remote GP appointments were delivered in Wales in 2023-24<sup>1</sup>. However, GP registrars report low confidence and a lack of training in the skills needed for safe and efficient remote consulting. The "Top Triage" gamification of a primary care on-call addresses these issues, using real-world cases to exemplify key points around effective communication, prioritisation, time management and assessing risk. Applying rigorous medical simulation theory and principles, this approach aims to improve the safety and quality of remote consulting in an engaging and inspiring but risk-free environment.

## The Simulation

GP Registrars are split into two teams to compete for points. Each team receives randomly selected clinical cases and must work together to agree the correct prioritisation for these. They then receive a transcript of the first minute of the remote consultation. Against the clock they must decide how to manage each case. Points are gained for appropriate prioritisation and safe clinical management. Each case has learning outcomes that exemplify important aspects of remote consulting from the literature<sup>2</sup>.

## Summary of Results

### Activity to date:

Delivered to over 150 GP Registrars across Wales in 2025

### Data Sample:

57 Registrars completed pre-simulation surveys of remote consulting experience

### Data Collection:

Online surveys and post-simulation qualitative feedback

## Discussion

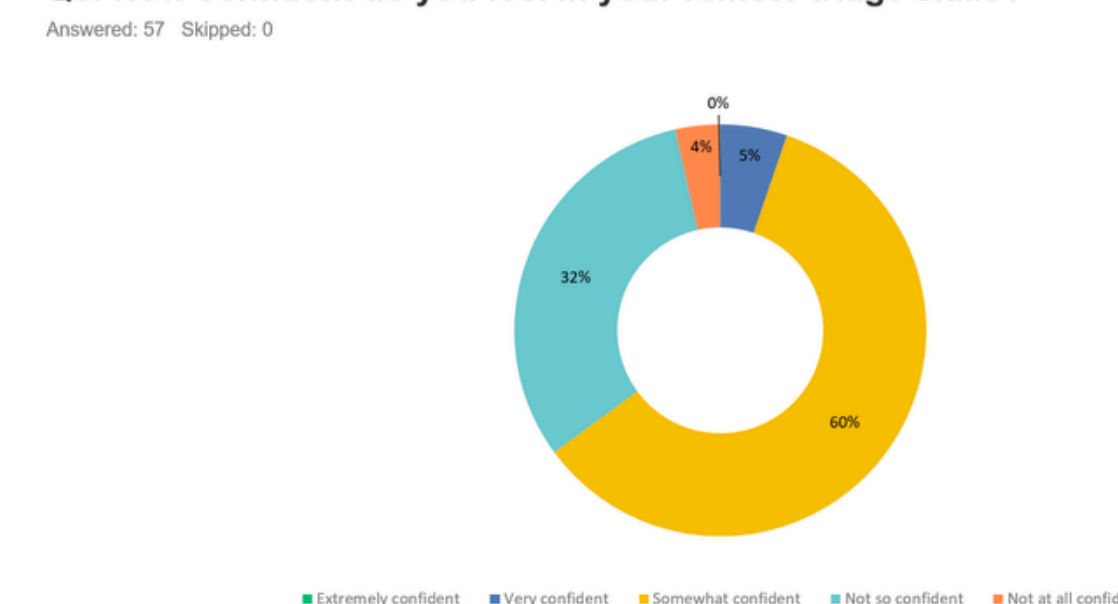
Remote consulting has rapidly expanded, yet the skillset required is not taught in a consistent fashion. Research into remote consulting has highlighted key "risk themes"<sup>2</sup>, and these are now directly addressed within this simulation. "Top Triage" increases confidence in remote consulting, offering an inspiring way to teach and assess this growing area of modern general practice in a risk-free environment. An online version (in development as "GP Sim") aims to make this approach scalable, allowing detailed analysis of remote decision-making for individual users and wider systems-level performance analysis to improve safety and quality of remote consulting.

### Author:

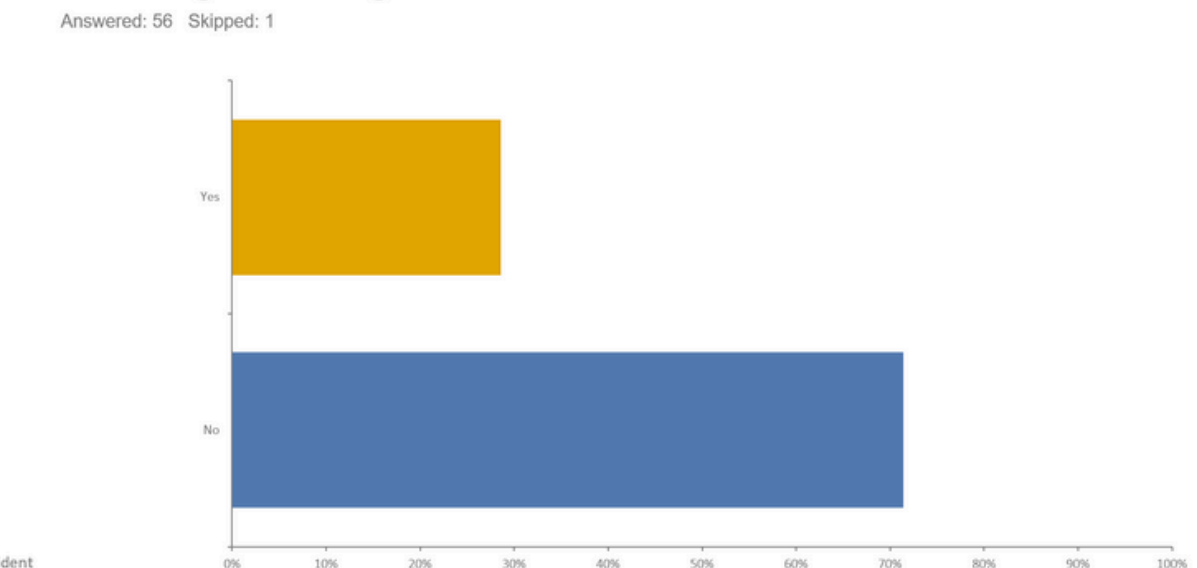
**Dr Richard Davies**

GP Partner and Educational Supervisor

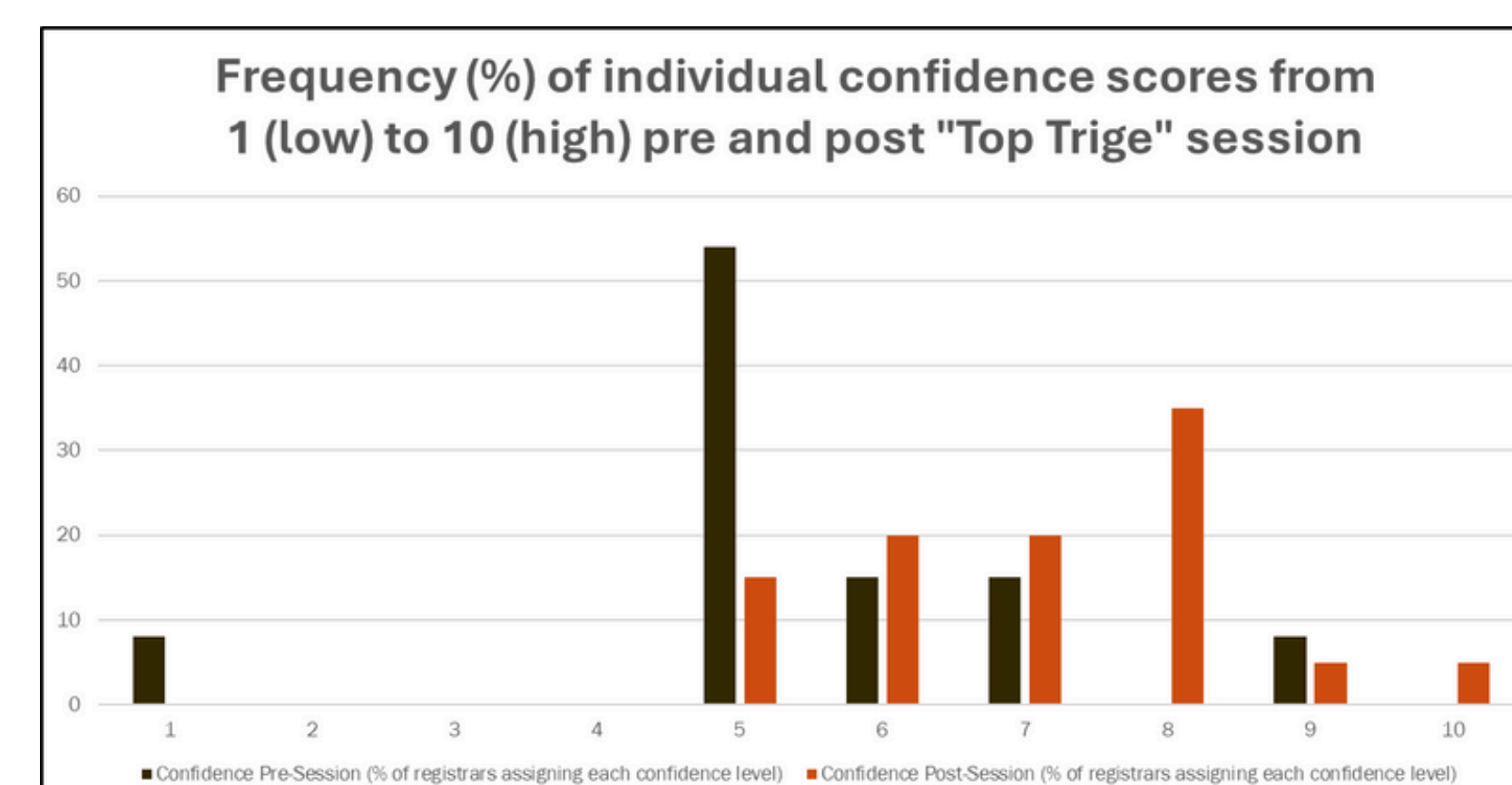
Q6: How confident do you feel in your remote triage skills?



Q7: Have you ever been given any specific training on performing remote consulting and/or triage?



Frequency (%) of individual confidence scores from 1 (low) to 10 (high) pre and post "Top Trige" session



### Qualitative Feedback:

"...it was great to feel the **energy** in the room and hear that the trainees were **obviously enjoying** the session. ...it would be **wonderful to have you back** for a further session"

"Please come back and do more teaching!!! **Best session this year.**"

"Very useful simulation tool for primary care. Would be **good to incorporate into GP training.**"