

The Alert System Guide

Alert State GREEN – The GREEN state means the Practice is running normally with resources largely in balance and patient waiting times acceptable at routine levels for the time of year. The Green state is sustainable in the long term.

Key assessment criteria are:

- **Patient Flow** – Demand being met with waiting times at an acceptable level.
- **Staff Levels** – Balanced and sustainable.
- **IT** –Working normally

Alert State AMBER – The AMBER state means the Practice running with some staff/resource shortage, patient waiting times are extended. The amber state is sustainable in the medium term only and management action is required to revert to the Green state.

Key assessment criteria are:

- **Patient Flow** – Waiting times extended with more expressed patient dissatisfaction
- **Staff Levels** – Some shortages but tolerable in the medium term.
- **IT** - Problems interfering with normal clinical work.

Alert State RED – The RED state means the Practice running safely but under significant pressure requiring immediate action to mitigate the situation. Staff shortages, increased patient waiting times means the whole Practice is under strain. The Red state is sustainable only in the short term.

Key assessment criteria are:

- **Patient Flow** – Compromised with insufficient bookable appointments and telephony possibly overwhelmed.
- **Staff Levels** – Shortages impacting upon operational delivery.
- **IT** - down awaiting support

Alert State BLACK – The BLACK state references a Practice in distress. This state is unsafe to continue without intervention from stakeholders. Key assessment criteria are:

- **Three assessment criteria at Alert State RED**
- **No ability to revert to Amber or Green in the short term**