

From: Natasha Phillips NHSX and Manpreet Pujara NHS Digital
To: Regional Transformation Directors & Regional Medical Directors

16 March 2021

Dear Colleague

RE: Manchester Triage System

As you will be aware the Manchester Triage System is a clinical risk management triage tool used by many Emergency Department clinicians to support clinical decision making and prioritise treatment and/or patients; especially when clinical demand outstrips capacity. Invariably the system is a component of a larger clinical IT system for urgent and emergency care.

The Royal College of Emergency Medicine raised a concern to NHS England and Improvement Patient Safety, following several reported incidents, that organisations may not be using the latest version of the system. The latest version gives different treatment priorities especially in relation to the treatment of adult and paediatric sepsis.

Manchester Triage Group (MTG) have confirmed that they no longer support earlier editions and that 'a number of changes since 1996 are matters of clinical safety and that patients being triaged using many of the 1996 and 2006 algorithms will be at risk of mis-triage and may therefore have worse clinical outcomes.

It is therefore imperative that organisations ensure that clinicians have access to the latest version of the Manchester Triage System. NHSX and NHS Digital are writing to all Regional Transformation Directors and Regional Medical Directors to ask you to bring this to the attention of all organisation-level CIOs, CCIOs and CNIOs in your region.

Across all organisations, we ask that a robust critical upgrade process is in existence to ensure the latest version of the Manchester Triage System is in use, and that subsequent editions of the system will be implemented in a timely manner.

Whilst this letter relates specifically to the Manchester Triage System, there will clearly be parallels with other clinical systems. Therefore, any process to ensure that the latest version of this system is in use should equally apply to all similar systems.

We are writing to ask that you work with your Trust CCIO to seek assurance that the letter has been received and acted on, your Trust is using the latest version of the Manchester Triage System and, if not, action is planned, with a mitigation in place.

Kind regards

Dr Natasha Phillips RN
Chief Nursing Information Officer & Director Mission 4 -Digital Patient Safety
NHSX
and
Dr Manpreet Pujara

Clinical Director for Patient Safety
NHS Digital

www.nhsx.nhs.uk | [@NHSX](https://twitter.com/NHSX)