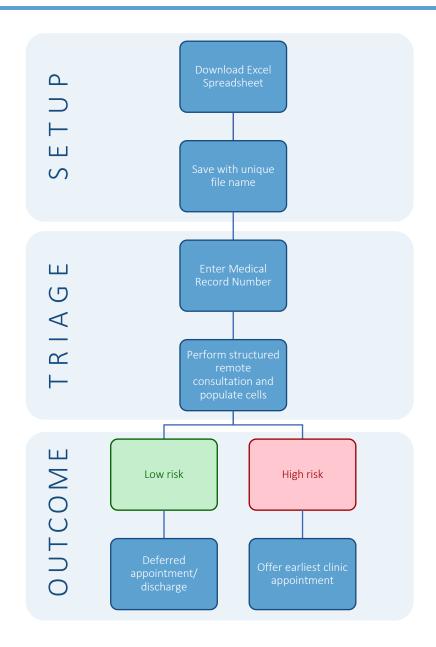


Flowchart for 2WW Telephone Triage



Suggested script

Low risk (If the outcome box is GREEN):

The risk calculator indicates that people with your type of symptoms have a very low probability of a cancer in the head and neck region. By not being seen in clinic, the chance of missing a cancer in people such as yourself is less than 2%. We will therefore bring you in for a consultation once the pandemic issues have settled.

High risk (If the outcome box is RED):

The risk calculator indicates that we will need to see you in clinic for a face to face consultation. Our team will contact you shortly to confirm this.