

GPAS Alert State Guide

Alert State GREEN Overview;

Practice running normally with resources largely in balance. The **GREEN** state is sustainable in the long term.

Key **GREEN** assessment criteria are:

Patient Flow	Demand being met with waiting times at an acceptable level
Staff Levels	Balanced and sustainable
Communications	At routine levels with stakeholders

Alert State AMBER Overview;

Practice running with some acceptable shortages. The **AMBER** state is sustainable in the medium term only; management action is required to revert to the green state.

Key **AMBER** assessment criteria are:

Patient Flow	Waiting times are extended but tolerable
Staff Levels	Some staff/resource shortages but tolerable in the medium term
Communications	Increased level of communications with some stakeholders

Alert State RED Overview;

Practice running safely but under significant pressure and requiring immediate action to mitigate the situation. Staff shortages, increased patient waiting times and elevated levels of communications with stakeholders will have put the whole practice under tenable strain. The **RED** state is sustainable only in the short term.

Key **RED** assessment criteria are:

Patient Flow	Compromised with insufficient bookable appointments and telephony possibly overwhelmed
Staff Levels	Shortages impacting upon operational delivery
Communications	Immediate communications required with stakeholders

Alert State BLACK Overview;

Practice in distress. This **BLACK** state is unsafe to continue without intervention from stakeholders.

Key **BLACK** assessment criteria are:

Three assessment criteria at Alert State **RED**

No ability to revert to **AMBER** or **GREEN** in the short term.