TRIAGE TOOL

PPL's Triage Tool is an online guided advice tool, enabling individuals to self-serve and find information and resources to help them live independently and well.

BACKGROUND

PPL's Triage Tool has been developed to help citizens self-serve and find information to help them live independently and well - supporting users to identify areas they need support with and signposting them to tailored resources.

The tool is available online and can be used on PCs, mobile phones and tablets. Multiple navigation paths are provided within the tool, enabling users to find information in a way that makes most sense to them.

The guided approach helps citizens to find support without having to know exactly what to look for and prompts them to think about things they might not have considered before.

Uses include Equipment and Adaptations, Dementia Pathways, Mental Health support and more.

KEY BENEFITS:

Provides multiple navigation routes for users to find information and support, relevant to their situation.
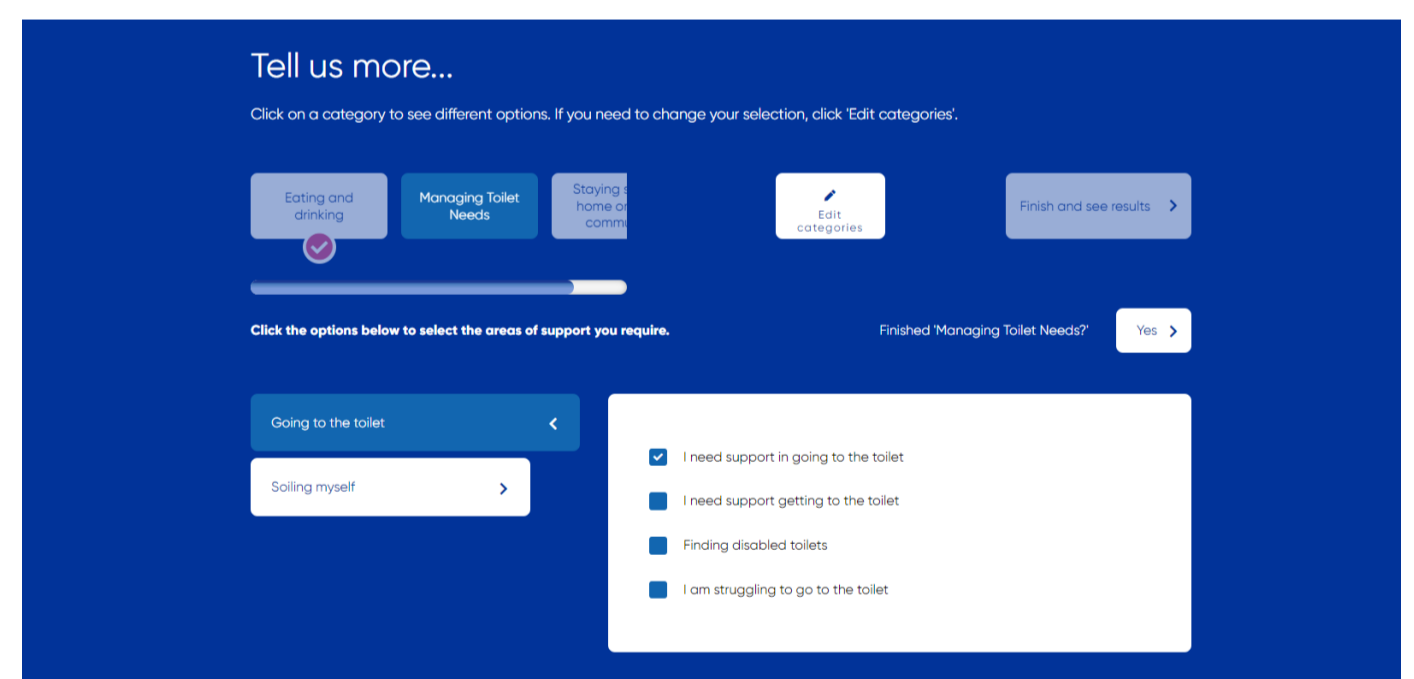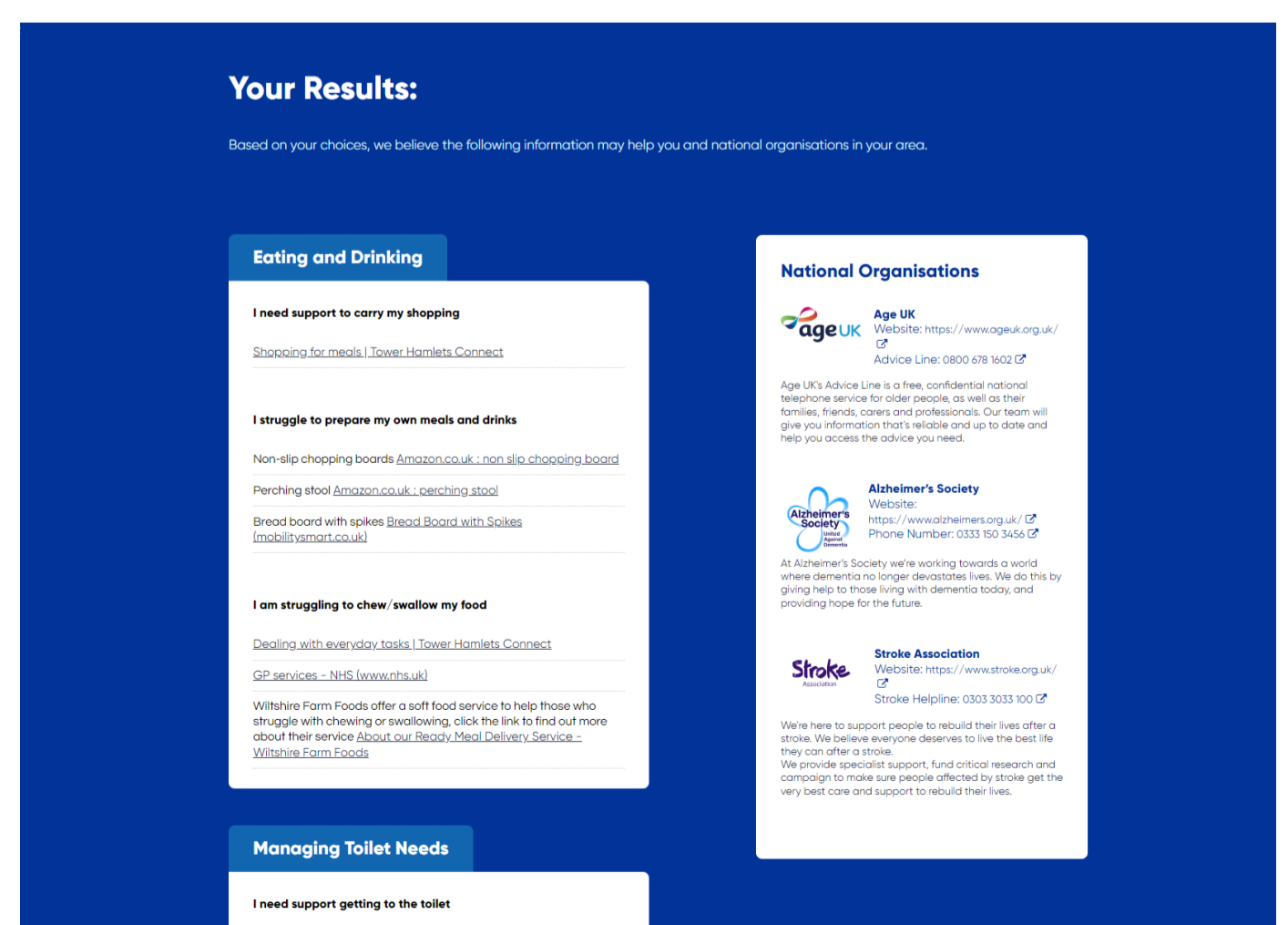
Uses a strength-based approach.

Relieves pressure on front line staff as more citizens can self-serve.

Integrates with other PPL modules, including IAG, Directories and Forms.

Collects valuable and reportable data for the Local Authority to review.

SUMMARY OF FEATURES

SELF-SERVE QUESTIONNAIRE

The questionnaire is split into key sections, so users can tailor the advice they receive, by selecting the areas that they need support with.

By answering simple questions about their situation, users can access advice and resources quickly, saving the results to revisit later.

The questions help individuals to think carefully about their needs and encourage them to consider support they may not have had previously.

Key elements include:
- Ability for users to choose specific areas they need support with.
- Guided journey through the assessment, helping users to understand what support they may need.
- Customised results page, detailing useful resources and next steps that can be printed or emailed.
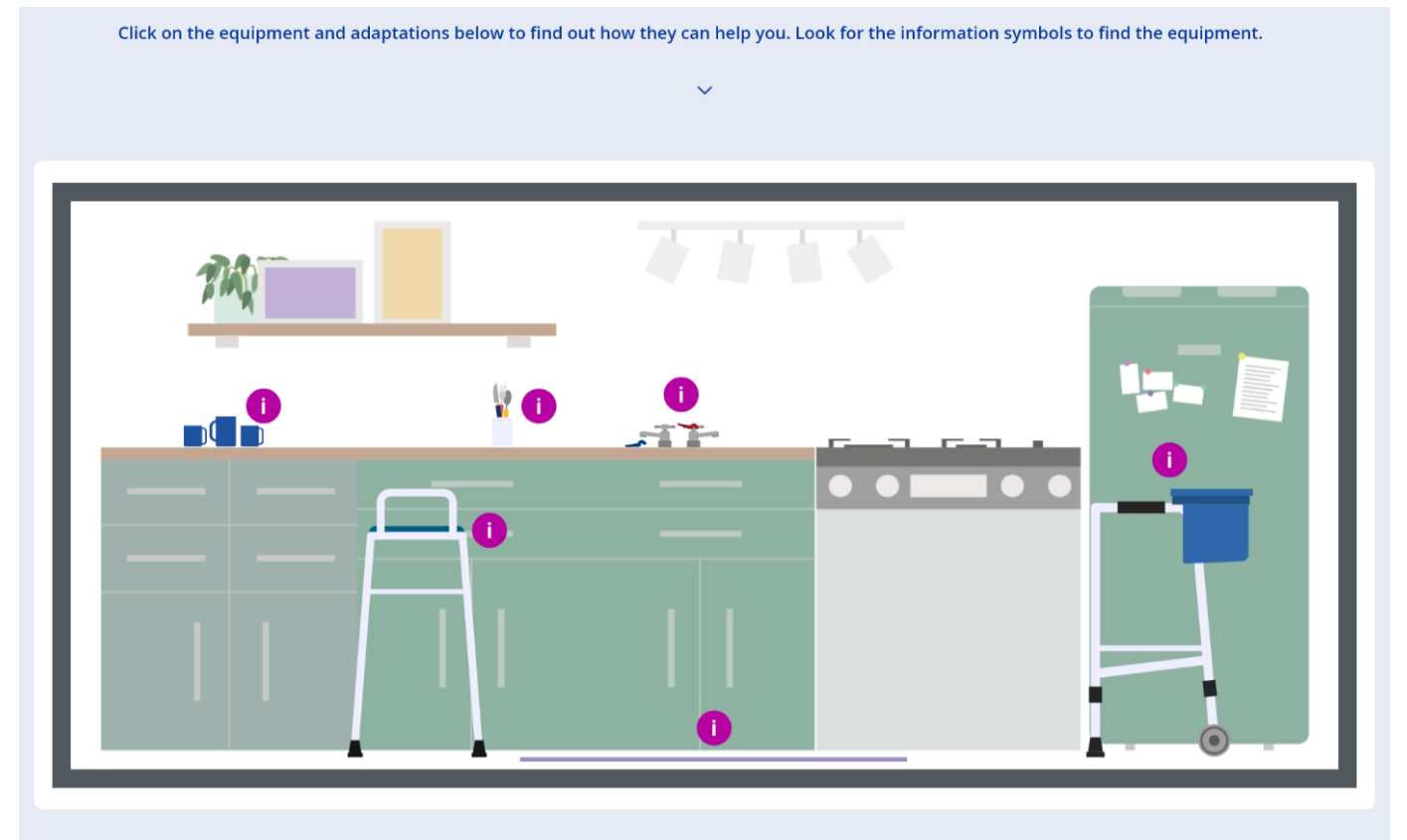- Option to continue to full needs assessment, where applicable.

Questionnaire and tailored results page

INTERACTIVE IMAGES

At PPL, we understand that people prefer to find information in different ways. Our interactive images allow users to find support in a visual way. Key elements include:
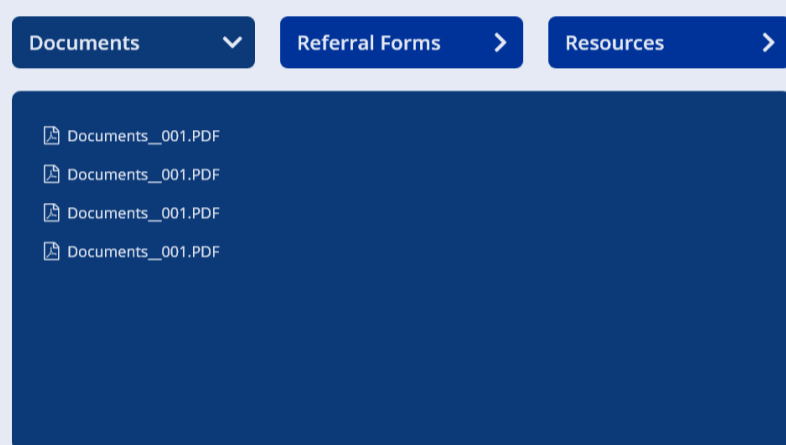
- Interactive image of a house, for users to select the room they need help in.
- Each room displays relevant items of equipment and adaptations.
- Users can find information about the equipment, including benefits, things to consider, real user stories and links to referral forms or marketplaces.

Click on the equipment and adaptations below to find out how they can help you. Look for the information symbols to find the equipment.

Interactive image and information page

PROFESSIONAL ZONE

The Professional Zone is an area for professionals to find information and resources. The area can be locked down, where required, so that organisations can control who has access. Key elements include:

- Option to password protect.
- Ability to have multiple category areas with documents underneath.
- Upload facility for PDFs, Word, Excel, PowerPoint, images and links.

Professionals

Browse our tools and resources for Health & Social Care professionals.

| Documents ⌄ | Referral Forms ❯ | Resources ❯ |

📄 Documents__001.PDF
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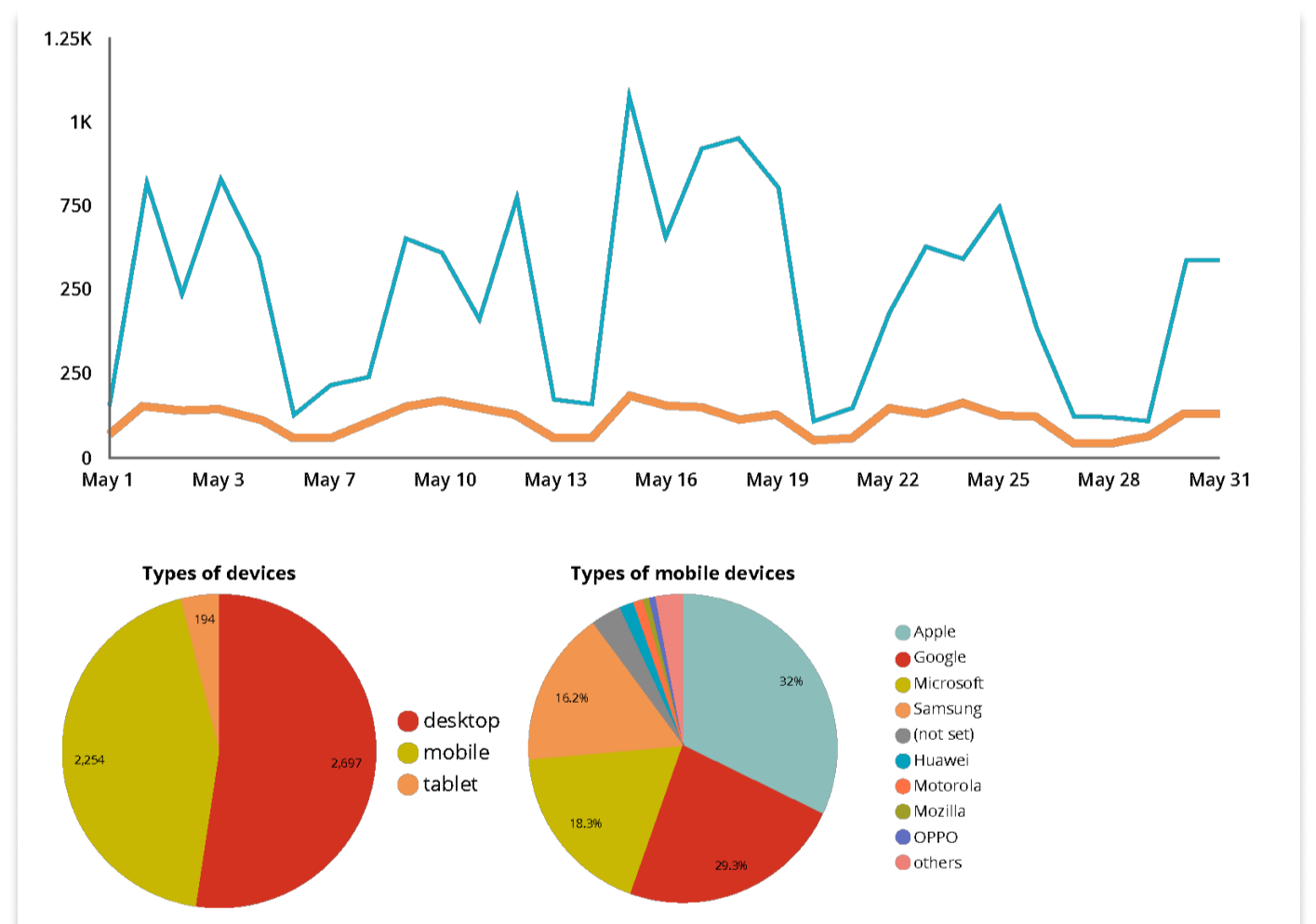*Professional Zone with document and resource storage*

REPORTING

The module contains a full reporting suite, allowing organisations to gain valuable insight on the needs of individuals and areas for further development. Key elements include:

- Integration with Google Analytics to track number of visits and engagement.
- Monthly reporting on the number of questionnaire submissions and most popular areas.
- Compatibility with in-site feedback functionality (where applicable).

Analytics and usage reports

DELIVERY

PLAN

DESIGN

CONFIGURE

TEST

GO LIVE

WEEK 1

WEEK 6

For further details, contact: **info@peopleplaceslives.co.uk**