

# What you need to know

The following guide outlines what we expect staff to know about their service's triage and the key elements we want to see implemented.

We have drafted questions that we would likely ask on inspection to help us determine whether the service meets the quality statements relevant to safety incident management in our single assessment framework.

We have broken the questions down into different staff groups:

- frontline staff
- managers
- board members
- integrated care system.

We would expect each staff group to be able to give comprehensive answers to the questions we have set out for them.

While not exhaustive and focused exclusively on the 4 theme areas of our resource, these guides aim to support staff at various levels in understanding what we consider to be the hallmarks of a good service.