**A comment from Paul Allen**

I found your resource on digital triage really interesting, especially in showing how practices adapted during the pandemic. I agree that the efficiency gained from online tools like consultations and messaging is a major benefit, particularly in helping clinicians manage time and resources, including the use of non-clinical staff. I also appreciated how the article balanced the positives with the challenges, such as accessibility for patients who may struggle with technology. The article also contains plenty of links to further information making it easy to explore the topic in more depth.