

## Total Triage Newsletter

Dear Patient,

We are always looking for ways to improve your access to GP appointments, as demand continues to rise. On Monday 13<sup>th</sup> November, we will be introducing the Accurx Total Triage system.

All requests for GP appointments (routine and urgent) will be reviewed by our triage doctor, on the same day, and an appointment will be offered as clinically appropriate. We want to make sure patients are getting the advice and access they need in a timely manner, as soon as they contact the practice, in line with their clinical needs.

You should no longer telephone the practice to book a GP appointment. Bookings will be replaced with a new, quick and simple online triage form (simpler than the current eConsult), provided by Accurx. This can be accessed through our website ([goringwoodcotemedicalpractice.nhs.uk](http://goringwoodcotemedicalpractice.nhs.uk)) between 8 a.m. – 4 pm, Monday to Friday.

E consult will no longer be used.

For those unable to contact the practice online, please call our care navigation team who will be able to assist you by completing the request for you. You are welcome to come to the surgery and speak to them in person, should you prefer.

Please note, there is no change to the booking of nurse or health care assistant appointments for the time being – these appointments can be arranged by phoning the surgery, as usual.

We would like to remind patients that if they are experiencing life-threatening symptoms, please dial 999, or if you're unsure what service you need consider using 111 online.

Over the next four weeks, we have limited availability, as our current system winds down (routine appointments are not available to book beyond November 10<sup>th</sup>). You may be encouraged to use E consult by our care navigator team during this time and we are still operating our triage system for medically urgent problems on the day.

Many neighbouring practices are now using this system, and feedback has been very positive.

Thank you for support and understanding as we make this transition – we hope this will improve care and continuity, enabling those who need to see a GP, to do so promptly.

### **Online resources for the patients:**

- Patient Guide to Patient Triage – [Patient Triage: Patient guide | Accurx Help Centre](#)
- Patient video guide to submitting a non-urgent medical request – Patient Guide to Patient Triage: How to submit a medical request – [YouTube](#)
- Patient video guide to submitting a non-urgent admin request – Patient Guide to Patient Triage: How to submit an admin request – [YouTube](#)