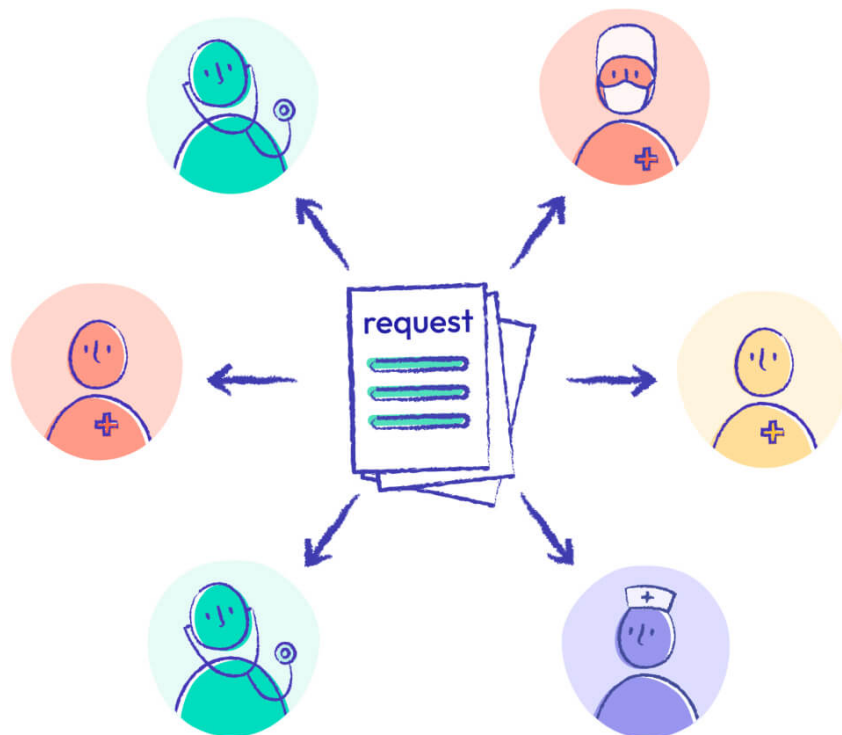


TOTAL TRIAGE ACCURX

FREQUENTLY ASKED QUESTIONS

LAUNCHING 14TH MAY 2025



FREQUENTLY ASKED QUESTIONS (FAQS)

New Appointment System – Total Triage Accurx

From 14th May 2025, we are changing the way appointments can be booked with a GP or Healthcare Professional at our practice.

We know that the current “8am rush” to get an appointment is far from ideal — it’s stressful for patients and challenging for our staff. After reviewing our system, we are introducing a new way of managing our appointment demand called ***Total Triage, Accurx***.

Total triage, Accurx is a new approach recommended by NHS England to improve accessibility to Primary Care services. The main objectives are to enhance the quality of care our patients receive, to ensure that they are given the most appropriate appointment or advice to meet their needs and that this is done in a timely way. This is also to ensure patients can be treated for acute queries sooner rather than later and to secure pre-bookable appointments for ongoing care related issues.

However, we understand that any change can raise questions and concerns. This FAQ has been created to help explain what the new system means for you and your family, and to support you through the transition.

Thank you for your understanding and support as we work to improve our services.

1. How do I book an appointment?

You will no longer need to queue up via telephone at 08:00am for an appointment.

The online consultation system will operate from 07:00am to 17:00pm every working day (Monday to Friday excluding bank holidays). Patients will be asked to submit their medical and admin requests via a short online form. The medical form contains some questions about your medical issue, it would be helpful if you are able to include as much detail as possible regarding your concerns. You will be able to upload photos if it is appropriate to do so.

It is designed to be easy and quick to complete. You will receive an acknowledgment notice once you submit your form, you can also opt to have a copy of your request sent to you.

For urgent appointment requests, patients must submit their request between 07:00am and 11:00am.*

For routine appointment requests, we ask that patients submit their request between 13:30pm and 17:00pm.*

**Please note, to ensure safety for patients, it may be necessary to close the triage system early.*

If you require urgent medical assistance or have a life-threatening emergency, you will still need to contact 111 or 999 or attend A&E.

2. How do I book an appointment if I don't have access to a smart phone, computer or have special communication needs?

A friend, relative or carer can complete this form on your behalf but they will need a few details such as full name and ideally date of birth or NHS number.

If this is not available to you, or you have communication needs which prevent this, then you can call us on **01243 608201** and one of our Patient Services can help by filling in the triage questionnaire on your behalf.

Please note, you will no longer be able to make GP appointments at the front desk.

3. Why is the Practice no longer making GP appointments at the front reception desk?

To protect patient privacy and ensure we have all the necessary information to triage your request appropriately, we will no longer take GP appointment requests at the front desk. The new triage request form requires you to provide personal and sometimes sensitive medical information, which we do not believe is appropriate to discuss in our reception area. Unfortunately due to the layout of our front desk, we do not have a private space where these conversations can take place confidentially. If you have special circumstances

which mean you have difficulty using a telephone or cannot access online services please let a member of our team know.

4. What about nursing and other healthcare appointments?

For all other healthcare professional appointments such as a nurse, blood test, dressing etc. these do not require a triage form. You can still book these at the front desk as they require minimal information, making them suitable to book at the front desk or please call the Practice on 01243 608201.

5. Where can I find the link to submit a medical / admin request?

These can be submitted via the NHS app. The link will also be found on the homepage of our Practice website.

6. What happens once the form has been received at the Practice?

Every form received will be triaged (reviewed) by the triaging team which consists of GPs and Prescribing Practitioners. The triaging team will assess the urgency and nature of the patient's concern, potentially asking for further details if required.

The triaging team will determine the most appropriate course of action. This may mean you are offered an on the day, face to face appointment; offered a pre-bookable face to face or telephone call appointment within two weeks or directed to another appropriate health professional such as physio, pharmacist, social prescriber.

Please note, patients will not be given an appointment at the time their form is submitted but instead the patient will be informed of the triaging teams decision and the next steps, either through a telephone call or text message.

You will be contacted within two working days of submitting a medical request however urgent cases will be dealt with as a priority as is the case now. It is anticipated that most, if not all, requests, will be reviewed on the day they are received, but please remember we are not an emergency service so if you are requiring urgent medical assistance or have a life-threatening emergency, you should contact 111, 999 or attend A&E.

Admin requests will be dealt with as soon as possible by the administration team.

7. How will we contact you?

If, after the GP has assessed your form, you require a same day appointment, our patient services team or triage doctor will call you. It is important you let us know your preferred contact number so we can contact you.

If your medical request is triaged as a routine problem, we will send you a message with an appointment link to self-book your appointment. If you are unable to receive messages, please let us know on the form so we can call you.

8. What is Self-book?

For routine requests, our patient services team may send you a text message inviting you to book your own appointment online. These links do expire, if you have any difficulties with the link or accessing an appointment please call us on 01243 608201.

9. Will I get an appointment quicker if I speak to reception instead?

The patient services team will no longer be making GP appointments with patients directly. All methods of completing the triage form, either online or over the phone will be assessed equally and all requests will go through the triage process first.

10. What if I have more than one medical issues that I need help with?

Please try and only submit one medical issue per Accurx Patient Triage form, so that you can add sufficient detail for each problem and to allow our GP's to appropriately deal with your request.

11. What happens if I need an urgent appointment?

Urgent appointment requests must be submitted between 07:00am and 11:00am.

We will continue to have a duty doctor every day to deal with urgent on the day issues. Conditions that require a same day assessment will be booked in on the same day or directed to an appropriate service.

A member of our patient services team will contact you directly to arrange an appointment after your form has been triaged by the clinical team.

If you feel you have an urgent request after 11:00am, please call the Practice on 01243 608201.

12. What happens if I need an urgent appointment and I am unable to get to the medical practice?

If you do not feel you would be able to attend the surgery for an urgent appointment do not use the online form, please call us before 11am on 01243 608201 to talk to a member of the patient services team.

13. What happens if all the appointments are booked for the day?

Once all the appointments have been allocated for the day, you could be directed to 111, a walk-in centre or A&E depending on the urgency of your issue.

14. How do I submit an admin query?

There is an option to submit an admin query on the online form for general administrative issues such as requesting a letter from a doctor, fit notes, repeat prescription, test results or anything else admin related. A member of the Patient Services Team will review your request within 72 hours.

15. What is Accurx?

Accurx is the name of the software we are using to support our total triage model. Accurx is an approved NHS supplier.

We recognise that you might be worried about the security of your medical records with the new system but we can reassure you there is no need to worry. Your personal medical details will be as secure as they are now.

Accurx transmits and stores data in encrypted form. This means nobody else can read it without the right credentials. When stored, your data is encrypted in an extremely secure UK-based Microsoft Azure data centre.

Accurx meets the highest standards of safety and security as set by NHS bodies and the government. Accurx goes through assurance processes for these and regularly get outside independent experts to check its systems are secure. You can see a list of its security credentials in their Resource Centre.

There is no Artificial Intelligence (AI) used by the Accurx system.

HELPING US HELP YOU

We recognise that this will be a new way of contacting us and will be a change which may take a little time to get used to, however we are hopeful that once the new system is up and running smoothly, it will offer a much more efficient and effective way of being able to get in touch with us and will improve continuity of care.

Completing the form is the best way to help our clinicians gather all relevant information right from the start, so they can make the best decisions for your care. Whether you complete the form online or contact us by phone, every appointment request will be reviewed by our clinical team, ensuring every patient receives the same level of attention and clinical input no matter how you contact us.

With more people using our website to complete a request our telephone lines will be less busy. This will improve access to those who need to contact us by phone.

We understand that change may be challenging, and we anticipate that it will take a month or so for the new system to settle in and we would ask for your support while we all get used to this new way of working.

Thank you for helping us help you.