

6th June 2024

Dear Patient,

Ref: New Appointment System

We are writing to share some exciting news about a significant change to our appointment system which will improve the way in which we are able to deliver healthcare services.

All GP practices are being asked to adopt a modern way of working and introduce online tools and digital access for patients. We have listened to patient feedback about call waiting times and we are making some changes. From 1st July 2024 we are moving to a total triage model. Total triage is a new approach which is supported by NHS England to improve accessibility to Primary Care Services. The main reasons for this change is to enhance the quality of care our patients receive, and to ensure that our patients receive equitable access to appointments or advice, in accordance with their medical needs.

Care navigation – we will ask that patients contact us via our website where possible. You will be asked to complete a few brief questions about the issue you are contacting the practice about. This will allow our staff to assess your needs and ensure that you are directed to the most suitable person to care for you.

What is total triage?

If your enquiry is about a medical condition which you need help with, this will be reviewed by a team of professionals, led by a GP. They will decide which team is best placed to help and will also determine the most appropriate time frame. You will be contacted to let you know the outcome of this assessment.

How does this benefit you?

1. Improved access to Care – total triage has been shown to reduce waiting times and enables us to attend to your medical needs more promptly. Most Patients will be offered an appointment on the day they submit their online consultation.
2. Convenience – using digital communication will mean you can engage with us without having to wait on the phone lines.
3. Enhanced patient experience – we are committed to providing you with the best possible care. Total triage improves communication and ensures that you see the person best able to help you.
4. Embracing innovation – as healthcare technology advances, we are committed to staying at the forefront of these innovations. Total triage will enable us to adapt and evolve with the changing healthcare landscape.

What if I am not able to use the new system?

We are asking as many people as possible to contact us through our website so that we can keep our phone lines open to help patients who are unable to use online systems.

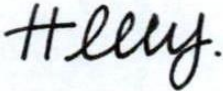
- We hope to be able to support patients and their families to use the new system.
- We plan to have some drop-in sessions in the practice, where you can come in and we can show you how to complete the forms.
- Our receptionists are also able to complete the form on your behalf over the phone.
- We will also be producing guides on how to access the system and submit requests.
- We have carefully chosen a system which we feel is the most user friendly.

When will I be offered an appointment?

Our triage team will assess each case and determine the appropriate timescale. Continuity of care continues to be really important to us, and we will therefore ensure that, where appropriate, you are offered an appointment with your own GP.

We will be holding drop-in sessions at the surgery if you require further help, please look out for further dates in reception or on our website.

Yours faithfully

A handwritten signature in black ink that reads "Hattie Clay". The signature is written in a cursive, flowing style.

Hattie Clay
Practice Manager