**TOTAL TRIAGE FROM 01.04.2024**

**Accurx Patient Triage**

From 01.04.2024 Klinik will be replaced with a new quick and simple online triage form called Accurx to triage ALL routine and urgent appointments and to assist you with medical and administrative queries. This can be accessed here though our website, or alternatively via the NHS app as Accurx is automatically integrated with the app, or from the consoles in the waiting room between **8am-1pm and 2-6pm.** All requests for appointments will be reviewed by a GP.

**Patients will be offered an appointment within the RIGHT time frame, with the RIGHT clinician and via the RIGHT method (face to face, telephone, online).**

**Frequently Asked Questions (FAQs)**

**What is Patient Triage?**

Patient Triage uses quick a simple online form which patients fill in when they wish to contact the surgery. For medical issues it contains 3 questions, which should only take a few minutes to fill in. Whether you visit in person or contact us by phone our patient support team will no longer be directly booking your appointment.

**What if I do not have access to the internet or struggle to complete forms?**

Our practice phone lines will remain open for anyone with accessibility needs who might find it difficult to complete this form and a member of our patient support team will complete it with you.

**What if English is not my main spoken language?**

In the same way that clinicians frequently use an official translation service on the phone, the patient support team will also be able to access this if the patient they are speaking to is on the phone or in person in the surgery

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

The reception team will no longer be making GP appointments with patients directly. All methods of completing the triage forms, either online, in person or over the phone will be assessed equally.

**What happens after I submit a query for a medical issue to the practice?**

Medical queries will be submitted to our GP-led triage team. A member of the team will respond to you within 3 working days. Conditions that need to be assessed on the same day will be prioritised. The triage team may send you a request for further information in the form of a short questionnaire specific to your issue.

**What happens if I need an urgent appointment?**

We will continue to have a duty doctor every day to deal with emergencies. 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 support team will contact you directly to arrange an appointment after your form has been triaged by a GP.

**What if I have more than one medical issue that I need help with?**

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

**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 and fit notes. A member of the Patient Support Team will respond to you within 5 working days. Please note this service is available from Monday to Friday 8am to 2pm (except weekends and bank holidays) Please note, if the daily limit has been reached, you will not be able to submit an econsult and will have to re-submit the following day from 8am.

**Will the patient still have a choice of which clinician they see?**

There is an option to specify which clinician the patient would like to see. We will try to meet this request, availability permitting.

**What is self-book?**

Our team may send you a text message inviting you to book your own appointment online.

**Why are we making this change?**

We believe that patient triage is the most effective way that we can sustain a safe and accessible service for our patients based on clinical need. We have listened to patients who have raised concerns directly with us and we have spoken to our Patient Participation Group about the challenges we are experiencing with regards to increasing patient need, available staffing resources and the difficulties with the queues on the phone system. We are aware some patients were finding econsult forms difficult and lengthy to complete. This change should make it easier to submit requests to the practice and ensure that requests are seen by the most appropriate member of staff and dealt with in an appropriate timeframe.

**The benefits of using patient triage are:**

• Easy to access

• No waiting on hold on the phone

• Your request will be seen by a GP directly

• The surgery might be able to help more quickly and easily eg with text message advice or prescription, or referring you directly to an appropriate service

• Those who need appointments most will be prioritised, rather than those who got through on the phones first.

**If you have any further questions, please don’t hesitate to approach a member of staff and we will be happy to help you.**

**THANK YOU**