

## Western Road Surgery is now running a Total Triage System

See below for answers to a list of Frequently Asked Questions.

### **What does total triage mean?**

EVERY request for help from a GP is reviewed by a GP on the day, and it is managed in the best and safest way possible.

### **How do I get in touch?**

Click the 'Contact Us Online' link which you will find on the front page of our website. This will guide you through some screens where you provide your information.

- Deciding whether your query is Medical or Administrative
- Confirming it is not an emergency (advising you what to do if it is)
- Answering 6 short questions about the problem or request. If the question doesn't apply, or if you've already answered it above, just write N/A.
- Filling in your Name, DOB, Post code and Phone number and deciding how you wish to be contacted.
- You CAN verify your mobile phone number is correct by sending a 'check code' to your mobile. But you do not have to do this- you can still complete the form without doing it.
- Checking the details and submitting the form.

### **Can I see an online demo?**

Yes! See this video on You Tube <https://www.youtube.com/watch?v=4EDwg-feeUI&t=1s>

### **What if I'm no good at technology or don't have access to it at the moment?**

No problem, just call reception or pop in. They will fill in the form for you and send it over to the GP who will deal with it in exactly the same way as everyone else. You won't lose out.

### **I'm a relative, carer, care home staff, chemist etc?**

You can submit on behalf of the patient. The form asks you whether you are submitting as the patient or on behalf of someone else. You can give whatever contact details are best. Thank you for helping our patients in this way. (See question below on keeping information safe).

### **What can I book directly with reception?**

- Nurse appointments
- Prostag and Zoladex injections
- 8 week baby checks

These will still book through reception as previously. If you accidentally send a consultation we will just contact you and get this booked!

### **Can I do this through the NHS App?**

Yes! And if you have the app it slightly speeds up the process. You will log in using your biometrics, or user name and password, which will pre-fill all the Demographics that the form needs. The option of filling in the form with NHS App is offered when you click 'Send an Online Consultation'.

See [Getting started with the NHS App - NHS App help and support - NHS \(www.nhs.uk\)](https://www.nhs.uk) for more details about getting the App.

**Can I submit photos?**

Yes. There is a place to do this. Remember not to send any intimate photos especially of children.

**What happens to my consult after it's sent?**

If it's an Admin consult, it will be seen by our reception and admin team.

If it's a medical consult, it will be seen by our triaging GP. This GP will review every consult that comes in.

**What help might I receive?**

Depends entirely on the situation. The GP might be able to give you advice to resolve the problem or provide a simple answer by text. They might refer you directly to a specialist or community service. They might ask you to get some investigations done before you see a GP in person. They might book you a phone call or face to face appointment. All the possible options for care you receive now will still be available.

**Why do the instructions tell me to call reception if I send a triage between 5.30 and 6.30pm?**

In the last hour that we are open, we need to get urgent appointments booked in as soon as possible so that you can travel to the surgery in time. Either just call the surgery, or send a triage and then call straight away. We'll get you booked if you need to be seen.

**When will I hear?**

Definitely within 24 hours of submitting your consult, but likely much faster. We will aim to respond to those who need appointments booking that day within 1 hour of receiving the consult. If you think you've been waiting longer than expected, please call reception to ensure we've received your consult. This helps us protect against the rare situation where it might not have sent properly.

**How will I hear?**

You can choose whether you would like to be contacted by text or phone when you submit your request.

**Phone call or face to face**

The triaging GP will decide what type of consultation would be most appropriate given the information you give. If it is something that could be simply fixed over the phone they will advise this. If they ask to see you face to face, this means they know they would not be able to resolve the problem on the phone.

**When can I submit my consult?**

You can submit your consult between 8am and 6.30pm. The link does not remain open out of hours as we cannot guarantee the safety of patients when forms cannot be read within an hour.

**How do I get my prescription?**

If you are requesting a one off prescription, or a change to your repeat medication, or your repeat medication is not possible to order online (ie your review is due) you can do this through the online consult.

If you are requesting your repeat medications, the easiest and fastest way to do this is with the NHS App, or through your SystmOne online account. If you need help with setting this up do ask reception.

### **What about my test results?**

Like now, go to your SystmOne account or phone up for your results. Reception will directly book you a follow up appointment if this is what the GP has requested when looking at your results. If the GP did not mention follow up but you would like to ask questions, please fill in a consultation so we can arrange this.

### **How will I follow up with my GP?**

If the GP has asked you to follow up, or if you feel this would be beneficial to you, fill in a consult and give some details, so we can send you a booking link in the right time scale.

### **Will I lose consistency with one GP?**

No, when booking routine appointments we will always aim to book you with the GP you already know. This suits the GPs as much as it suits you.

Like now, if your problem is an emergency we will offer you an appointment with the GPs who are in on the day. This is the only way to safely see you in the right time scale when our GPs don't work every day.

Just state on your form if you would like to see a specific GP and we'll do our best to honour this.

### **How are you keeping my information safe?**

We take this very seriously and the triage model has been built into our Data Protection Impact Assessment and Privacy Policy. Only our staff will have access to your consults and they are all trained in Information Governance and Safeguarding. Accurx are registered and complaint with the Information Commissioners Office and work to the same standards as we do with your existing data.

### **What happens if the surgery power, internet or Accurx system goes down?**

We have contingency plans in place for this. Incredibly rarely we may be forced to move to back to our previous phone model of booking appointments. We would adjust our phone messages and website to let you know this.

### **How does this process benefit me?**

- For those of you who are tech savvy, you can quickly type your question without having to wait on the phone lines, and read feedback at a time that suits you.
- For those of you who are less tech savvy, the phone lines will be more free making it easier to get through.
- GPs review all consults- you know that you will be seen by the right person in the right timescale to fix your problem. Or if you need simple advice you won't have to wait 2 weeks to receive this.
- Patients who are hard of hearing, or whose mental health affects their ability to ring in will be able to access healthcare more easily.
- Easier to see available appointments for your clinician of choice so you can chose the best time for you.

**How does this help the surgery?**

At a time when pressure on health services is at an all time high, and resources are at an all time low, we need to be as efficient as possible when helping patients. This model helps ensure all patients are helped in the best way possible as soon as possible.

It will also help us in terms of space. Having a GP triaging on the computer will free up one of our 7 clinical rooms so we can back fill this with another clinician.

**Complaint? Concern?**

Please let Ruth McMahon, Practice Manager ([manager.westernroadsurgerybillericay@nhs.net](mailto:manager.westernroadsurgerybillericay@nhs.net)) know of your concerns and we will try to use these to refine the service.