



Triage Appointment Booking System Patient Guide & FAQs

We use a triage system to help you get the right care from the right person as quickly and safely as possible. This is the recommended model for practices nationally as it enables requests to enter through a single workflow whilst matching the approach for providing care to the person, the circumstance and their needs.

This guide explains what triage is, how it works, and how you can contact us.

What is triage?

This is the NHS-recommended approach for managing patient requests. It means that every request for help is first reviewed (triaged) by a clinician, allowing us to:

- Direct you to the most appropriate clinician or service
- Prioritise urgent needs
- Offer faster and safer care
- Reduce waiting times and unnecessary appointments

You will be asked to provide brief information about the reason for your request so that our team can assess what you need and how quickly.

Why are appointment requests triaged first?

Demand for appointments has increased nationally, while staffing levels have been affected by recruitment challenges across the NHS. Triage requests helps us to:



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- Use GP appointments for patients who genuinely need them
- Offer quick advice or treatment when an appointment isn't required
- Reduce phone queues
- Improve access for vulnerable patients
- Make best use of our whole clinical team, not just GPs

How do I contact the practice?

1. Online Form (Preferred Method)

Available at: <https://florey accurx.com/p/H81010>

Whenever possible, please contact us using our online form. Two types of forms are available:

- **Medical Requests** – for symptoms or health concerns needing triage by a GP, including urgent, new or changes to symptoms (available Monday – Friday from 8am-6.30pm)
- **Administrative or Routine Care Requests** – for non-clinical queries, letters, repeat prescriptions, fit notes, test result or referral queries, updates to your details, or routine care requests (available anytime, 24/7)

The form is quick and confidential.

You can watch a short video on how to use the form here:

<https://www.youtube.com/watch?v=4EDwg-feeUI&t=0s>

You may be asked to upload a photo (e.g. for rashes) or provide further details if needed.

2. Telephone



You can still telephone us on 01483 409 309 at any time during our core opening hours, which are Monday to Friday from 8am-6.30pm (excluding bank holidays). Our trained call handlers will submit triage forms on your behalf if you are unable to use the online form.

3. Visit us in Person

You can visit any of our branch surgeries during opening hours (Monday to Friday from 8am-6.30pm, excluding bank holidays). If you visit us in person, our patient services team can either:

- (i) Assist you to complete the online form or complete it on your behalf.
- (ii) Provide you with a hard copy 'privacy slip' that can be completed by hand at front desk and passed on the triage doctor confidentially.

When can I use the online form?

- The Medical Requests form is available between 8am–5pm, Monday to Friday (excluding bank holidays).
- The Administrative or Routine Care Request form is available 24/7 for your convenience (however responses are only provided during practice opening hours).

Routine requests can be used for:

- NHS Health Checks
- Cervical Screening
- Long-Term Condition Reviews (Asthma, COPD, Diabetes, etc.)
- Monitoring blood tests
- Medication reviews
- Travel or routine vaccinations (e.g., Flu, Shingles)
- 6-week postnatal checks



- Smoking cessation support

Please note that routine care requests are not triaged by a GP and are subject to eligibility criteria (for example, age, medical history, or timing since your last check). Therefore, these must not be used for new, urgent or changing symptoms.

What happens after I submit a form?

Administrative Requests

Handled by our Patient Services Team as usual. You will receive a response from us within 2 working days.

Medical Requests

All medical requests will be screened and categorised according to urgency of need. It may be possible to deal with your problem directly without the need to see a clinician. Alternatively, you may receive advice about self-care, other services you can refer yourself to or signposted to another suitable local service where it is clinically appropriate and safe to do so. Depending on the nature of the request and your preferred method of contact, we may call you to confirm your appointment booking, or send you a link to select and book an appointment at a time convenient to you. Depending on the issue, you may:

- Receive advice without needing an appointment
- Be directed to self-care or local services
- Be referred to another clinician (nurse, clinical pharmacist, physiotherapist, etc.)
- Be booked for a face-to-face or telephone appointment
- Receive a link to book an appointment yourself

Urgent needs are prioritised and so response times may vary depending on need. We aim to process urgent requests either the same, or next working day, though response times may take up to 2 working days.



What if my problem is urgent?

Please submit an online medical request as early as possible that day. If the GP triaging your request considers it urgent, you will be offered a same-day appointment with our Urgent Care Team, which includes:

- Paramedics
- Advanced Nurse Practitioners
- Duty Doctors

These appointments are for one urgent problem only to ensure we can see all patients who need same-day care.

However we are not an emergency service so if you have a medical emergency, please contact 999.

What if a patient is housebound, elderly, or not able to use online systems?

Nobody is excluded from accessing care. If you are housebound, elderly, a carer, or unable to use the online form:

- You can call us during opening hours
- You can come into the practice in person
- Our team can complete the form with you or on your behalf
- 'Privacy slips' are available at reception if you prefer written notes for the triage doctor

Can I have a face-to-face appointment?

We continue to offer face-to-face appointments whenever they are needed, or when this is clinically the best option. Telephone consultations and photo uploads can be more convenient for some patients and sometimes avoid unnecessary visits, but we understand the importance of in-person care and will arrange this where appropriate or when you prefer.



Can I still request to see my usual GP?

You will normally be offered routine appointments with your usual GP (or a doctor in your branch when they are away). We aim to accommodate preferences wherever possible.

Please note that for urgent (same day appointments) we are unable to accommodate requests for specific clinicians as this will depend on who is on-call on the day.

How does this system benefit patients?

- Faster Access: reduced waiting times and quicker responses
- Right Clinician, First Time: ensures you see the most suitable healthcare professional
- Less Need to Phone: online options reduce phone queues and support vulnerable patients
- Convenience: contact us from home or work
- Better Use of Appointments: GP time is reserved for complex or urgent needs

The NHS App

The NHS App is available on iOS and Android and is the quickest way to:

- Request repeat prescriptions
- View and cancel appointments
- See upcoming GP and hospital appointments
- Access test results and 111 online

NHS App help:

- <https://www.nhs.uk/nhs-app/setting-up/>
- <https://digital.nhs.uk/services/nhs-app/toolkit>



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Need Help Using the System?

Our team can support you, your family, or your carers with using the online forms or NHS App. Please do call us or visit us in person for assistance. We are here to help every step of the way.

Questions or Feedback

If you have any questions or concerns, please contact the practice. Or to help shape future improvements, you can join our Patient Participation Group: <https://guildowns.nhs.uk/patient-participation-group/>