

# THE STATION PRACTICE

## TOTAL TRIAGE SYSTEM

FROM MONDAY 8 APRIL 2024, we will be operating a total triage system, where every request for a GP appointment is triaged by our GP team.

## TRIAGE EXPLAINED

### Why is the practice doing it?

1. **To Improve Access-** we experience hours of wasted appointments every month when patients did not turn up for their appointments.
2. **To optimise GP Appointments-** with an ever developing workforce less complicated needs can be dealt with by other member of the health care team.
3. **Reduce waiting times-** feedback from patients in the past has highlighted that for certain things they do not want to have to attend the surgery and feel that a telephone consultation will be far more appropriate (medication queries/ requests for blood tests/ results etc)

- You can request an appointment by calling the practice from 8am Monday to Friday, by coming to reception in person, or by submitting an Engage Consult online medical request via our website.
- To help us to better manage requests for appointments, we are implementing a Triage system. Anyone requesting an appointment will be asked by a member of our trained reception team for some details about their request. The details will be shared with the GP conducting the Clinical Triage and will be used to help deal with your issue in the best possible way. As NHS employees, all staff working in the surgery are bound by a duty of confidentiality and will only provide this information to the GP.
- The GP will review the information you have given to the receptionist, and depending on the reason for your request, they will either call you back, or you will be contacted by our reception team to arrange an appointment with the most appropriate clinician. This may be a GP, an Advanced Nurse Practitioner, a Clinical Pharmacist, or a First Contact Physiotherapist.
- Please inform the receptionist if you work away, are a shift worker, or a carer. If so, we will try to offer you a suitable appointment
- We will offer you the best-suited clinician to meet your needs. However, if you would like to see a specific clinician, you may have to wait longer for this type of appointment to be arranged.
- Please remember the telephone lines are very busy between 08:00 and 10:00 each day. Please make use of our online services as much as possible; you may find this faster and more efficient than contacting us via telephone.
- The Triage system is not designed to stop patients getting an appointment; it is to ensure that every request is reviewed by the GP and dealt with according to the urgency of the medical problem.

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We will regularly audit this process to ensure that is achieving the goals and expectations that we set. This process is only one of the processes put in place to help us improve access and reduce risk.

We will continue to work with patient groups to identify and improve areas of concerns. We are committed to listening to feedback and working with patients to improve and develop our service.