

New way of contacting the surgery

In common with many other surgeries, **from the 29th of July** we will be introducing an online contact form. We call this 'online triage'.

You will still be able to telephone the surgery. But this new method will make more efficient the process of booking appointments and getting you the right care. And it will free up the lines for patients who are vulnerable or do not have internet access, and also for requests for nurse appointments which will still be by phone.

What this means for you

Instead of ringing the surgery, you will be able to fill in a short form on your computer, tablet or smartphone. There's one form if you want to make contact about a medical matter, and another one if you have an administrative query. If you do phone, our receptionist will ask the same questions that are on the form.

All the medical forms will be looked at by the clinical team. They will read what you say about your medical condition and decide next steps. You will then hear directly from the practice by phone, text, or email (you can say which you prefer).

All forms will be reviewed by the responsible team within 48 hours.

The information you put on the form will be kept confidential in the same way we do with your medical records.

These new arrangements do not affect the existing methods of getting help, including 999 for any emergency and 111.

The form will be available on the NHSApp and from a link on our website and can be used between 8am and 4pm weekdays. There's a video showing how the new system works [Patient Flash Demo: How to submit a medical request in Patient Triage \(youtube.com\)](#). There's also an FAQ guide on our website.

The patient group did a survey of some patients to prepare for online triage. They can be reached at jhs.patientsgroup@nhs.net

Thank you for your patience during the initial stages of introducing the new system.

Dr Mallard-Smith and Partners

Patient Triage Model Frequently Asked Questions

Introduction

Starting from the 29th of July 2024, our practice will be transitioning to a new triage request model for GP appointments, medical, and administrative queries using ACCURX. This change aims to reduce phone queue times, enhance efficiency, improve accessibility for patients, and provide flexibility in how patients wish to be contacted—whether by text, phone, or video call. The triage model has proven to be an easy-to-use option for patients to make requests to their practice and allows our team to better support patient needs and demands. As presently managed clinical triage will continue to be reviewed by a clinician.

FAQ(s)

1. What is the new triage model?

The new triage model is a system where all GP appointment requests, medical queries, and administrative inquiries are submitted through a triage form, including prescription requests. This form can be accessed via a link on our practice website [John Hampden Surgery - powered by My Surgery Website](#) or through the NHS login or online equivalent, [Log in - NHS App Online \(service.nhs.uk\)](#).

2. Why is the practice moving to this new model?

The practice is adopting this model to reduce phone queue times, increase efficiency, improve patient accessibility, and provide more flexible communication options.

3. How do I submit a triage request?

You can submit a triage request by filling out a form available on our practice website [John Hampden Surgery - powered by My Surgery Website](#) or through the NHS login or online equivalent, [Log in - NHS App Online \(service.nhs.uk\)](#).

4. Who will review my triage request?

All triage requests will be reviewed by a clinician, ensuring that your medical and administrative needs are assessed by a qualified professional.

5. How will I be contacted after submitting my request?

We aim to contact you within 2 working days after reviewing your request, the practice team will contact you based on your indicated preference—by telephone, text message, or email.

6. What if I don't have access to the internet or can't complete the form?

If you do not have internet access or are unable to complete the form, our reception team will be available to assist you.

7. I have a vulnerable relative; how will this new process apply to them?

We would still request a triage form is completed; the system will allow someone other than the patient to complete this on their behalf. In addition, our experienced reception team can assist. This will allow the team to safely triage the need.

8. Are there any exceptions to submitting a triage form?

No, all requests for GP appointments, medical queries, and administrative inquiries must be submitted through the triage form without exception.

However, nurse appointments will still be bookable via the reception team by calling the practice.

9. Is my information secure with ACCURX?

Yes, ACCURX is an approved NHS partner and complies with strict confidentiality and governance requirements for use in the NHS. More information can be found by clicking the following link, [Accurx | Security](#).

10. Is there a guide to help me complete the triage request form?

Yes, there is a 5-minute video available on our practice website to help you familiarize yourself with the simple process of completing the triage request form. [Patient Flash Demo: How to submit a medical request in Patient Triage \(youtube.com\)](#)

11. What information should I include in the triage request?

Patients should include as much relevant information as possible in the triage request to help the clinician reviewing their request prioritize and direct it accordingly.

12. How was this FAQ developed?

This FAQ was created following feedback from our Patient Participation Group (PPG), which canvassed their virtual patient group for input on this new direction. The PPG can be contacted at jhs.patients.group@nhs.net.

For further information and support, please refer to the resources available on our practice website.

Dr Mallard-Smith and Partners