



Modality AWC New patient access system FAQs

We are continually listening to patient and staff feedback to improve the new patient access system. Patient views and experiences help us shape and improve the functionality of the system and will make navigation easier. We have compiled a list of frequently asked questions with full answers with our active patient group and our dedicated team members.

1. You don't have a button for my problem/What do I do if the condition I have doesn't fit the buttons available?

We have tried to get the balance right between having enough buttons to cover all the common things our patients need from us without overwhelming users with too many options. Please carefully review all available buttons and select the one that best aligns with your concern. Certain buttons may reveal additional options when selected with some more detailed options.

If you have physical or mental health symptoms and your enquiry doesn't obviously fit into any of the categories on the other buttons, use the "I have a new health or ongoing health problem" option. Enquiries submitted before 4pm via this option will be reviewed the same day by a GP, who will triage them and decide the urgency and assign appropriate action.

2. Do I need a login to use the New Patient Access System?

You do not need a login to access the New Patient Access System. Patients can submit a query by entering their personal information / contact details using the online form. Accessing the service via this method uses a highly secure one direction communications connection, providing reassurance that your personal information is confidential and secure.

If you are a registered patient of Modality AWC please select your preferred access method below. If you do not have an NHS login please click the purple continue button.

[Continue](#)

To use the NHS login select the option below

[NHS Sign in with NHS login](#)

However, the best way to use the system is to register for an NHS Login, as this means you do not have to enter your personal information every time you submit a query. This will also

assist your practice when handling your query. You may already have an NHS Login from downloading and using the NHS App. If you would like to create an NHS Login you can register here:

www.nhs.uk/nhs-services/online-services/nhs-login/

3. How long do I need to wait for a response?

The on-screen confirmation and e-mail described above should be received immediately after you submit your enquiry. Following this there are currently 4 possible outcomes:

- 1) You may receive a phone-call the same day offering you an appointment with a member of our clinical team for problems that have been triaged by the GP as needing same day clinical assessment.
- 2) You may receive a phone-call the same day by an appropriate member of our team for problems we expect to be able to deal with over the phone.
 - a. You may receive a text (if you have provided a mobile number in your enquiry) within 24 hours letting you know what action has been taken or is planned and the expected time-frame for this (eg that we expect to contact you in the next 2-4 weeks to offer you a routine appointment or that our prescriptions team will deal with your request usually within 3 working days)
- 3) For some administrative enquiries you may need to wait longer for a response but in most cases will hear from us within 7 days regarding any actions taken or next steps planned.

4. Why does it take so long for my request to be actioned or get an appointment?

We handle approximately 6500-7000 enquiries per week across our patient population of nearly 87,000. Our priority is ensuring patient safety and rapidly assessing those with the most urgent needs. During periods of high demand or staff illness, it may be necessary for patients with less urgent issues to wait longer. However, our online access system ensures that all enquiries undergo the same triage process, enabling us to identify and prioritise those in need of urgent assessment more effectively.

5. Can I submit on behalf of a child/relative?

Yes, the system allows those acting on relatives' or children's behalf (if the patient has given their permission or no permission is required in the case of a child under 10 years of age).

If you are submitting a query on someone else's behalf, remember to indicate this on the form under "Give your personal details" by ticking the box "I am using the service on someone else's behalf" and filling in your details. This is also available for carers looking after elderly or vulnerable patients.

Fill in your information below.

Tick here if you're filling the form on behalf of another person OR you're a care home worker

Patient Details

First full name *

Last name *

Date of Birth *

6. What's the difference between non urgent and urgent requests?

Requests we triage as urgent which require same-day attention, may include symptoms indicating an infection needing immediate treatment, potential cancer symptoms, significant worsening of long-term conditions like asthma or heart disease, history of injury/fall, or signs of a mental health crisis. We also consider factors such as age (e.g., children under 5), learning disabilities, dementia, or safeguarding concerns.

Requests we triage as non-urgent/routine are those that we feel can safely wait a couple of weeks (or occasionally up to 4 weeks) for an assessment. Having a routine waiting list for these patients helps us to better cope with variations in demand day to day and week to week whilst aiming to ensure we always have enough capacity to deal with the urgent enquiries. It also helps allow continuity with a particular GP or nurse for those patients who most need this. From the patient's point-of-view it means there will be a degree of flexibility in terms of when the appointment is and which clinician they see which can be helpful. In addition, you only need to submit a request for an appointment once instead of calling every day to see if routine appointments are available.

7. I have a friend who made a similar request to me, and they were seen within a couple of days, but I had to wait two weeks? Why was this?

In this example both enquiries will have been triaged as routine/non-urgent as those triaged as urgent are always dealt with the same day (or possibly the next day if submitted after 4pm). The main thing affecting how quickly you will be seen for a routine problem is the length of the waiting list at the time you submit your request – so you may be seen more quickly for the same problem if you happen to submit your request at a time when the waiting list is shorter. Other factors that can affect how long you wait for the same problem can include the need or wish to see a specific clinician and the need or wish to have an appointment on a certain day or at a certain time.

8. I have been told I have a routine/non urgent problem but I want an appointment today because it's urgent for me/today is the day I have time to attend the surgery.

We need to prioritise same day appointments for patients with medically urgent problems that may require urgent treatment to prevent serious illness. To help us safely triage your enquiry please include all your symptoms, answer all the questions as fully and accurately

as you can and use the box regarding other relevant information or concerns to tell us any other factors you feel we should consider when triaging your enquiry.

9. Why can't the online door be opened earlier or later for people who work?

We are trying to ensure that whilst we work to improve access, we also try to keep it as equitable as possible. Some patients are (for a variety of reasons) unable to use the digital access service themselves and still need to use more traditional access methods (i.e. telephone or in person at reception). If we opened the online door earlier or later than our phone-lines or actual front door then this would mean some patients having access at times when others have no access and at times outside our opening hours which may risk urgent health problems not being assessed quickly. The 111 service is available to all patients out of hours for urgent problems.

10. I find it difficult to navigate the new system or encounter issues with finding the right option for their problem.

If you encounter difficulties navigating the system or finding the appropriate option for your query, our reception staff are available to help. You can visit one of our surgeries, where our team can guide you through the process. Additionally, if you are unable to use the online system for any reason, you can submit your query by telephone, and our team will assist you in entering it into the system. We also offer educational sessions periodically to help patients become more familiar with using the new system. These sessions are running at different locations on Tuesdays 9.30-12.30pm and will run through 2024. See adverts for details of a session near you.

11. I have been scammed online in the past/ I am worried about being scammed online – how do I know texts are from my surgery?

All the standard text messages we send include the name or web address of Modality AWC somewhere within them. Most of our text messages are to provide you with information only. Occasionally you will be asked to reply (e.g. with a photo or to answer a specific question about your condition or needs). Our texts will never ask you for money, bank details or personal details such as your name/address/date of birth/NHS number as we already hold all this information about you.

12. As a patient of Modality, I appreciate the transition to the new system, but I've noticed challenges for non-English speakers. What measures are in place to address language barriers and ensure accessibility for diverse communities?

We recognize the importance of addressing language barriers to ensure equitable access to healthcare. While our current online system may not support language translation, we are actively working to enhance language support. This includes recruiting call handlers fluent in commonly spoken languages in our communities and collaborating with volunteers to assist in overcoming language barriers. Additionally, our staff have access to immediate translation services to facilitate effective communication with patients. We remain committed to improving language accessibility for all patients.

13. Can I use the service without accessing the internet?

You can still contact us over the phone and at reception, where one of our Patient Services Assistants will support or complete the form on your behalf. However, if you are able to access the internet, we are asking all those patients who are able to submit their query online. This really helps us process queries as efficiently as possible, saves you time and reduces the length of time patients who are unable to submit online have to wait on the phone.

15. What happens after I submit my query?

Once you've submitted your query, or called / visited your surgery, the Patient Access System AI triage engine will assess the urgency or requirements of your query (if applicable, all administrative queries are sent straight to the Patient Services Team). All clinical queries submitted are reviewed by a medically trained professional at your practice.

After this, the supervising GP will assign you to the right point of care, which could be with a GP, Advanced Clinical Practitioner, Paramedic, Pharmacist, Nurse, other Healthcare Professional or signpost you to the most appropriate service for your needs. Once reviewed by a healthcare professional, your practice team will be in touch regarding the next stage of your care. This could be treatment, advice or a remote or face to face consultation.

We aim to respond to all queries submitted before 4pm the same working day. Clinical queries submitted after 4pm will still be reviewed and assessed by a clinician for their clinical need / urgency i.e. does this patient need treatment or a consultation today? If yes, the practice will be in touch the same day. If your request is not urgent for that day, you will be contacted the following working day.

16. How will I be notified of updates?

Your practice will use phone or SMS text messaging to contact you. Please be aware that messages may come from an unknown number so please be sure to open such messages.

17. Can I submit multiple queries?

If you have a health related concern and require an appointment, but also have an administrative enquiry you should choose the appropriate tiles / buttons on the system and submit separate queries for each. Please be sure to mention that you have made a separate enquiry within your last submission if this is on the same day or the previous enquiry has not been responded to. This really helps process your query as efficiently as possible.

18. How do I handle non-urgent concerns?

You can still submit an online query. Select the tile / button most appropriate to your need and a member of the team will contact you. If the supervising clinician thinks that you do not need an appointment, you will be provided with self-care instructions or other advice regarding your query.

19. Is my data secure?

Potentially sensitive data is stored within the UK using technical architecture, processes and security features approved by the NHS. The New Patient Access System is powered by

Klinik Healthcare Solutions who assures compliance with regulatory and legal requirements for both UK and EU i.e. GDPR, Data Security and Protection Toolkit (NHS) and Cyber essentials (NHS).

20. How does the system ensure safety and urgency assessment?

The system is built to recognise emergency cases and indicators that might be missed by human communication. The performance is monitored and reviewed by the Klinik Healthcare Solutions medical team together with UK based CSO (Clinical Safety Officer) thus maintaining a safety-first approach when providing services for all our GP practices.

All submitted cases/contact requests are handled by healthcare professionals who are also asked to provide feedback on the urgency of the case, thus enabling a continuous learning loop for the system. Another key component is the communication within the system which provides patients with information on how and when to contact A&E, 999 or 111 services if required.

The system assesses urgency: if the symptoms entered indicate that the problem needs urgent care, your practice will either provide consultation / treatment or signpost you to an urgent care provider.