

## Understanding The Triage Appointment System

In the September Edition, “How to Request a GP Appointment” was introduced. According to Leacroft Practice, it is important for patients to receive the right care quickly and efficiently. To help manage patient needs, the Practice adopts a Triage System to ensure each patient receives the most appropriate care when needed, though it is important to note that **this is not an Emergency Service**.

When an appointment request is made, it is reviewed by one of the doctors, who will decide the best course of action. This could result in a direct appointment with a GP, a referral to a specialist such as a physiotherapist or nurse, or even advice provided via phone or message. For certain common conditions, patients may be directed to the Pharmacy First scheme, which offers expert help without the need for a GP appointment.

The Practice’s goal is to respond to all requests within 48 working hours, prioritising urgent cases and vulnerable patients. While same-day assistance is offered, when necessary, **this system ensures that those who need urgent care are seen promptly**, while routine concerns are addressed efficiently. By using the Triage System, both patients and the Practice can better manage capacity, ensuring that every patient gets the right care at the right time. This helps the Practice serve patients more effectively and efficiently.

## Diary of Patient events in October

We are delighted to let you know that we will be hosting some fantastic events for our patients this month. If you are looking to connect with others and have a wonderful time, we invite you to come and join us at these events.

October-2024

| Dates                     | Time              | Event   | Venue                                  |
|---------------------------|-------------------|---|--|
| Every Thursday morning    | From 10.00am      | Our weekly Social stroll is open to all patients and is subject to weather conditions | Meet outside the surgery               |
| Wednesday 2 <sup>nd</sup> | 2.00pm - 3.30pm   | Afternoon Tea at the Revive Café  | The Charis Centre, West Green RH11 7EB |
| Tuesday 15 <sup>th</sup>  | 10.00am - 11.30am | Coffee morning with Bingo and catch up at the surgery.                                | The Surgery                            |
| Every Tuesday             | 1.30pm - 2.45pm   | Seated Pilates Sessions 2- 6 (This event has been fully booked) *                     | The Surgery                            |
| Saturday 26 <sup>th</sup> | 10.45am           | Film Club** Come along for a hot drink and cake and then watch 'The Greatest Showman' | The Surgery                            |

Except the Seated Pilates, all other events are free and open to all Leacroft’s patients.

(\*) each session is required a contribution of £2 by each attendee.

(\*\*) Please leave your name with the reception.

monthly Face-to-Face and missed appointments, with about **four no-shows** for every 100 booked.

Leacroft Practice Medical Appointments



**Please remember to cancel if you can’t attend.** You can cancel or reschedule through the SMS link, the NHS App, Online Services, or by calling the Practice.

## Knowing Your Blood Pressure

Knowing your blood pressure helps reduce the risk of heart and circulatory diseases. If you are concerned, take three readings (one minute apart) using the surgery machine, write your name and D.O.B., and place it in the provided box. The surgery will advise you on the next steps.

## Cancelling Your Appointment

Cancelling your appointment is easy and considerate to other patients. The chart shows

## Friends and Family online Feedback

During August, almost 96% of patients reported a “good” to “very good” experience after their appointments! The Practice would love for you to share your feedback too, you can do this on the Practice website:

[www.leacroftmedicalpractice.nhs.uk/give-feedback-or-make-a-complaint/](http://www.leacroftmedicalpractice.nhs.uk/give-feedback-or-make-a-complaint/)

