Accurx Total Triage Frequently Asked Questions

Welcome to ACCURX TOTAL TRIAGE.

This frequently asked questions / information pack is intended to ensure that you, our patients, obtain the best experience from our Total Triage solution (powered by accurx).

What is TOTAL TRIAGE?

1. Total Triage is a model of care that encourages every patient (patient representative) who contacts the surgery to initially provide some information / reasons for making contact
   - This enables the surgery to process that request effectively & efficiently to the correct clinician / resource to resolve the request.
2. By implementing a simple process (common) for online & telephone requests we can provide faster care navigation, assessment, and response.
3. Total Triage:
   - Supports NHS England's Access Recovery Plan.
   - Complies with the GP Contract.
   - Helps avoid the 08:00 / 14:00 telephone rush.
   - Helps protect appointment capacity.

Goals of Total Triage (Patient Perspective).

- Seen by the right person, at the right time, in the right place.
- Reduced telephone call wait times.
- Better continuity of care.
- Reduced appointment waiting times.
- Improved access for patients who cannot use technology by reducing telephone call volume (and queuing times).
- Only attend Face-to-Face appointments when necessary. Patients will still have a choice whether an appointment is face-to-face or a telephone call.
- Receive care as and when the requests are processed.

How does Total Triage work?

Accurx total triage: triaging by clinical need
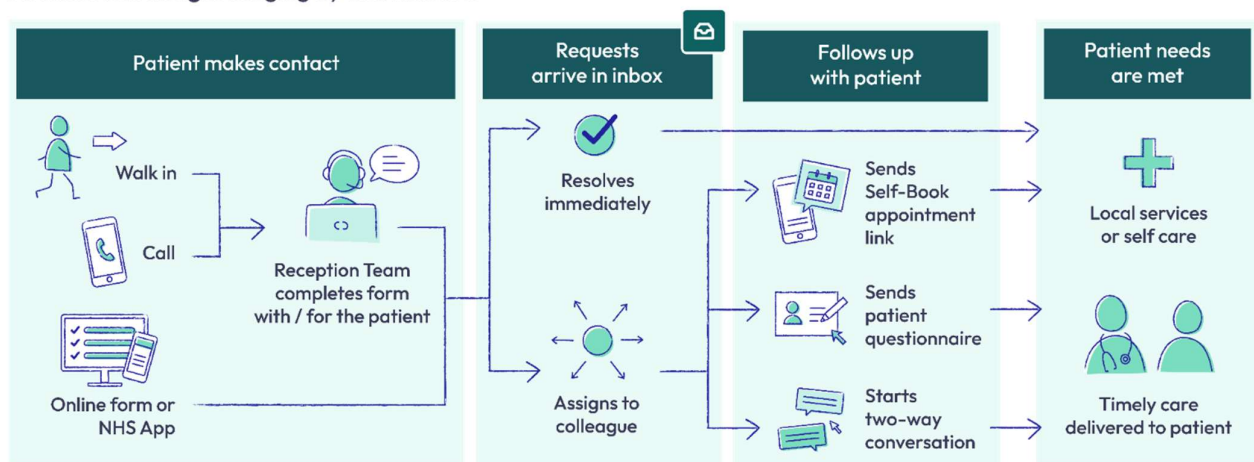
- Patients submit their request online (in <u>exceptional</u> circumstances the Reception team completes the form on their behalf).
- This way **ALL** requests are funnelled into 1 central inbox and the same structured format.
- Requests are triaged according to clinical need / administration.
- Patient follow up, if required, questionnaire, appointment booking link, advice, telephone call, etc.
- Enhanced triage process enables a needs-based model of care to be delivered.

No One is disadvantaged by Total Triage.

It's not always possible for patients to complete an online request themselves.

Our Reception teams will enable the Total Triage online request to be completed on the patients behalf whether they at physically at the surgery, on the telephone or have other accessibility needs.

You don't have to join the morning rush to reach us

Use the NHS App

It's quick and safe to contact us via the NHS App. Switch on app notifications to also receive messages about your care.

Visit our website

Get in touch via our surgery's website. It's fast, secure and your request is delivered straight to our team.

Call or visit us

If you cannot contact us online, you can still telephone or visit the surgery. We process all requests in the same way.

Recommended

Download the NHS App
to better manage your care.

Powered by
accurx

Appointments will NOT be given out without the (Total Triage) request being triaged.

Our Reception teams will be unable to provide any appointments without the (Total Triage) request being triaged. Appointments will not be directly bookable using the NHS APP. This is to ensure requests are correctly qualified and the appropriate resource/clinician assigned.

This review / triage ensures that the resource/clinician knows, in advance, what the issue is that requires addressing hence, improving efficiency overall of the process.

The exception to this process is where regular testing is required and the surgery where you will be messaged directly to book an appointment.

How do I submit a Total Triage request?

Total Triage requests can be submitted via:

1. NHS APP (preference) (SmartPhone/Tablet)
2. NHS Account (NHS APP for the WEB) (Web browser (e.g. Microsoft Edge, Google Chrome, etc.), SmartPhone, Tablet https://www.nhs.uk/nhs-app/account/.
3. Our website (https://www.edlesboroughsurgery.co.uk/) via our automated assistant "Florence" (patient flow).
4. https://florey.accurx.com/p/K82079
5. Text (SMS) link provided by our telephone system.

Regardless of whether your Total Triage request is an administration or medical issue you will be asked some initial safeguarding questions to ensure that the situation is not a medical emergency requiring NHS111, 999 or urgent attendance at Accident & Emergency (A&E).

Medical Total Triage requests – initial configuration (SUBJECT TO CHANGE)

Submission of Medical Total Triage requests will start at **07:00** and conclude at **16:30** it will not be possible to submit requests outside of this period.

The number of Medical Total Triage requests will be capped at **250** / day to enable the triage teams sufficient time to review / progress these.

From 16:30 until the surgery closes it will be possible to call the surgery if insufficient advice and guidance is provided.

Out-of-Hours or Capacity has been exceeded a banner message will be presented together with alternative pathways to resolve your Medical issue.

NOTEs:

- It will not be possible to submit Medical Total Triage requests at the weekend or bank holidays.
- We are not indemnified to provide Medical advice if the patient is out-of-the-country.

Administration Total Triage requests

Available 24*7 without limit

NHS APP

Submitting requests via the NHS APP is **quicker** than using the website. Simply put you will not be required to enter your details as they are extracted directly from the NHS APP.

Patients who have the NHS APP notifications enabled will receive messages / notifications if these are not read within 3 hours these will be re-send using text messaging (SMS).

Patient Support: How to submit a request to your GP Practice using the NHS App (**NOTE**: It maybe necessary to select 'view all' to expose the Total Triage Medical / Administration options)

https://support.accurx.com/en/articles/6592599-patient-support-how-to-submit-a-request-to-your-gp-practice-using-the-nhs-app

Patient Support: How to use Accurx with the NHS App

https://support.accurx.com/en/articles/9538773-patient-support-how-to-use-accurx-with-the-nhs-app

Queries regarding the NHS APP operation / functionality need to be directed to the NHS APP Support Team: https://www.nhs.uk/nhs-app/nhs-app-help-and-support/

Do NOT submit multiple Total Triage requests.

Submitting multiple Total Triage requests will result in confusion as to which is the most appropriate / recent request. Multiple requests will result in delays in handling your issue/query because of the need for clarification.

Ensure that your Total Triage request is complete

Incomplete Total Triage requests will delay resolution of your query. We will seek clarity of your request. Ultimately, if we are unable to determine what your request is regarding, we may close the request (with suitable explanation).

Advantage of NHS APP / Online Triage requests.

NHS APP & Online Triage requests can be submitted without needing to telephone the surgery.

Do **NOT** use the Administration route for Medical Total Triage requests their review may be delayed. The review of Administration Total Triage requests is second priority to Medical Total Triage requests.

The Administration route should be used for administration type requests (e.g. Doctors Letter, Fit (Sick) Note (MED3), Referral Follow up – see also guidance on our website, Repeat Prescription requests - these can be performed more efficiently on the NHS APP as the request directly routes to your 'named GP'), Test Results, Something Else, etc.).

Ensure that the information provided is clear & concise. Follow the prompts to submit the request.

The list of Administration requests will be expanded over time.

Accessing Total Triage (Web page) (EXAMPLE)

The NHS APP & telephone requests may differ however, the information and process flow are the same. If you have the NHS APP submitting requests will be quicker because information does not need to be verified.

Total Triage can be accessed by the URL https://florey.accurx.com/p/K82079 the site will have limited opening times for the submission of requests. This is to ensure that the surgery does NOT get overwhelmed with requests and ensures clinically safe handling. The same URL is used regardless of whether the request is Medical or Administration in nature (other options may be available in the future).

Total Triage requests submitted by this route can be for either of our sites (Edlesborough / Pitstone) – if you have a preference, please ensure this is included in your request

The example shown here is a Medical Total Triage request however, Administration follow a similar flow. Please note actual screens that are finally deployed may differ from those shown here.

← C ⌂ 🔒 https://accurx.nhs.uk/p/K82079/confirm-message

NHS | Edlesborough Surgery
Edlesborough Surgery, 11 Cow Lane
Dunstable, LU6 2HT

Medical Total Triage requests will be clinically triaged within 1 working day (Administration within 3 working days). You will be contacted if an appointment is deemed necessary after the request has been triaged. By continuing with this process, you are consenting to be referred to the most appropriate clinician or service. Please ensure that you are AVAILABLE to come into the surgery on the day of your request if we need you to. Please note NHS Regulations do NOT allow us to provide medical advice/guidance to patients who are abroad (seek local medical guidance).

If you need more urgent help, call your GP. If your GP practice is closed, visit NHS 111 online ⊡ or call 111. In an emergency call 999 ⊡

Select 'Medical Request'

Confirm that this incident is not an emergency (read the safeguarding guidance) select 'adult', 'children' tab as applicable because the symptoms are different.

Select 'I confirm, none are present' [otherwise, follow the safeguarding advice provided]

Complete the individual dialogue boxes clearly & concisely. Include an image if that better describes the issue (following the criteria detailed). These questions are designed to assist the triaging resource to clearly understand the issue and pathway to the applicable clinician / resource.

Medical Request
Medical problem

ⓘ Make it clear if you are filling this in on behalf of someone else.

Please describe the medical problem
For example, I have back pain

Type response here

500 characters remaining

+ Attach a photo (optional)

How long has this been going on for? Is it getting better or worse?
For example, 2 weeks, it is getting worse

Type response here

500 characters remaining

Is there anything you are particularly worried about? (optional)
For example, I am worried about it affecting my work

Type response here

500 characters remaining

How would you like us to help?
For example, I would like help to manage my pain

Type response here

500 characters remaining

Please tell us the best times to contact you (optional)
We can't guarantee a time and will only contact you during practice opening hours

Type response here

500 characters remaining

Back   Continue

If you have a particular location (e.g. Edlesborough, Pitstone) preference please ensure that is included in your request.

Review the content of the individual dialogue boxes then

Select 'Continue'

Complete 'Who is this request for?'

Medical request
Who is this request for?

◉ Myself   ○ Someone else

Back   Continue

Select 'Continue'

Complete 'Your details' if you're submitting the request on your behalf otherwise 'Contact details' including the patient details

Select 'Continue' to submit the form/request

The system will respond with a 'your request has been submitted' message

Important: Best Time to Contact.

Patients are expected to prioritise their healthcare.

If our triaging resource determines that your medical issue requires an immediate (Acute) appointment with a clinician you will be contacted and expected to attend that appointment. The surgery has a limited capacity of on-the-day (Acute) appointments if you defer your consultation you may be asked to contact NHS111, a walk-in centre or be assigned a Routine appointment.

If you have a preference for Face-to-Face / Telephone please include that information in this section – ultimately it is a clinical decision as to what type of appointment will be required.

Patient Triage: What information do patients submit?

https://support.accurx.com/en/articles/4246197-patient-triage-what-information-do-patients-submit

Please be aware the screenshots and content may change as the toolset develops.

My Total Triage request was successfully submitted

IF your Total Triage request was successfully submitted do **NOT** telephone the surgery **UNLESS** you have not received an update within 2 working days (Medical) or 3 working days (Administration).

Total Triage Outcomes – Medical Requests.

The Total Triage process has potentially many outcomes summarised here:

1. A request for more information.
2. A link to book an appointment (this is known as a 'self-booking link')
   - **NOTE**: These self-booking links expire in 7 elapsed days and the available appointments will reduce the longer that you delay booking your appointment.
3. A telephone call from a Care Coordinator / Receptionist to inform you of your appointment (& location) and whether this is face-to-face or a telephone call. This is the most likely for on-the-day (Acute) appointments and/or patients that do not have access to online services.
4. Signposting to another service (e.g. self-referral, pharmacy, NHS111, etc.).
5. Prescription or other information to manage the request.

Continuity of Care.

If your issue is immediate / on-the-day (Acute) appointment, you will be assigned to any of the available clinicians – **there is no choice**.

If your issue relates to an on-going / long-term condition, we will make every effort to ensure your appointment is with the clinician that has been dealing with that condition ensuring a continuity of care.

If your issue is new you'll be assigned an appointment with a clinician with the appropriate skills to address your issue.

Do NOT submit requests via other routes.

Automatic responses will be included on our DISPENSARY edlesborough.dispensary1@nhs.net and ADMINISTRATION edlesborough.admin@nhs.net eMail accounts that patient requests cannot be serviced via these routes (and these requests **will be ignored**).

ALL administration & medical requests (e.g. appointment requests, repeat medication, administration queries, dispensing queries, etc.) need to be created via Total Triage (i.e. NHS APP, website, or text message link (provided by our telephony system)).

Surgery Communication (SMS, eMail)

Surgery communication can be Text (SMS) or Email please ensure that the eMail address is not considered as 'spam'

- SMS will be headed "DrsPractice" and include the name of the surgery. Please note unless indicated otherwise it is not possible to reply to this SMS.
- eMail will be from an eMail address no-reply.accurxnn@nhs.net where nn is a number, and include the name of the surgery. Please note unless indicated otherwise it is not possible to reply to this eMail address.

Edlesborough Surgery has sent you a message

AN   no-reply.accurx15@nhs.net
To
Archive 09/12/2024
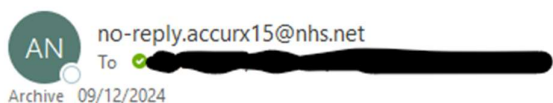
Please DO NOT reply to this email address as it will NOT be delivered to your healthcare provider.

FAQ: Patient Support: A Better way to Contact your GP (Surgery).

Accurx have created a frequently asked questions page:
https://support.accurx.com/en/articles/8608032-patient-support-a-better-way-to-contact-your-gp

FAQ: Patient Support: How to view past messages via NHS login.

Accurx have created a frequently asked questions page:
https://support.accurx.com/en/articles/7007427-patient-support-how-to-view-past-messages-via-nhs-login
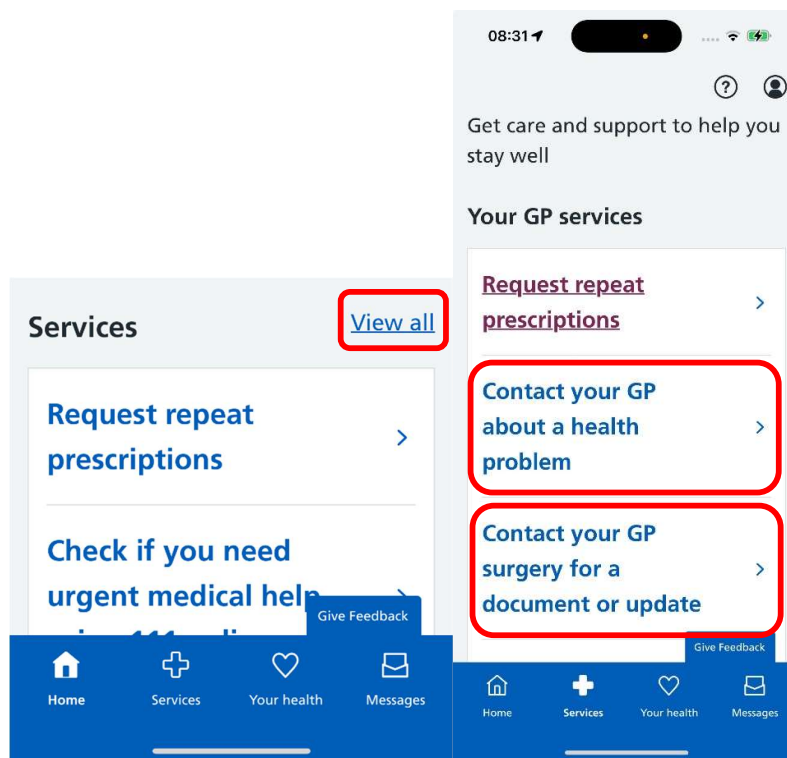
Web Resources

NHS APP

https://www.nhs.uk/nhs-app/ (APP: Smartphone, Tablet)

https://www.nhs.uk/nhs-app/account/ (Web Service: PC, Smartphone, Tablet)

Patient Support: How to submit a request to your GP Practice using the NHS App (**NOTE**: It maybe necessary to select 'view all' to expose the Total Triage Medical / Administration options)

https://support.accurx.com/en/articles/6592599-patient-support-how-to-submit-a-request-to-your-gp-practice-using-the-nhs-app

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Surgery Website – Total Triage

https://www.edlesboroughsurgery.co.uk/total-triage/ (Patient Frequently Asked Questions)

Revision

V3   2024-07-09 GH   NHS APP Update / Images

V2   2024-07-08 GH   NHS APP update

V1   2024-06-25 GH   First Published Version