**Total Triage FAQ’s**

**What is Total Triage?**

Total triage’ is a system of triage in which patients provide information – and are triaged –**before** any appointment is booked (if one is booked at all). This enables a GP surgery to meet patients' needs outside of appointments and prioritise their limited capacity to support those most in need of care.

**Why has this changed?**

Traditional ways to contact your GP often meant that appointments were being given on a first come first served basis with long phone queues to get through to the surgery on the phone. This meant that vulnerable patients or those who needed care sooner were missing out. You can avoid the queues by submitting a request online, making it easier to reach out to the surgery.

By registering all requests through an online form, we are able to prioritise and action requests quickly and fairly, ensuring you get the right level of care at the right place and the right time.

**How can I contact my GP?**

The quickest way to contact your surgery with medical or administrative queries is by submitting an online request through our website or through the NHS App.

**What if I don’t have a smartphone or can’t use the internet?**

You can still telephone the surgery or visit in person. Our care navigators will ask questions about your request and fill out the online form on your behalf. The surgery team will then assess your request and will be back in touch with next steps. All requests will be assessed as soon as possible and in the same way regardless of how you contacted the surgery.

**What happens once I have submitted my request?**

We will use the information you have provided to ensure that you are given the most appropriate care. We may send you a text message containing a link to provide more information if needed. If an appointment is required, we may send you an appointment booking link via text message, or arrange this over the phone. If there is a faster or more appropriate route to care, such as being asked to go to your local pharmacy or being referred to another service, you may be offered this.