Frequently Asked Questions

Q. Do I have to complete an eConsult?

A. It would be beneficial to you if you could complete the eConsult, this will be dealt with at the earliest time by the triaging clinician. If you have absolutely no access to any internet then if you ring in as normal, speak to one of the Reception Team and you will be put on a list for when the Triage Support Team start working at 10.30. The Triage Support Team will ring you back and complete the eConsult with you. If you cannot ring in you can come to the front desk and a member of the team will help you.

Q. Is it really a clinician triaging or is it AI?

A. It is absolutely one of our clinicians either a GP or Catherine our Advanced Clinical Practitioner who triages your eConsult.

Q. Will staff be made redundant with this new system?

A. Absolutely not, this system is actually more difficult for the staff and clinicians to manage and nobody will be made redundant due to Total Triage.

Q. Will there be a reduction in the number of GP appointments available?

A. No. The triaging clinician will triage anything from 70 to 100 “urgent” encounters in any one day. If they believe you need an appointment then you will be sent a link allowing you to decide what time you want to come down or take a phone call.

Q. Will I always be put on the triage list?

A. No, if the reception team feel that the issue could be better dealt with by another specialty then they will refer you to that organization and they will get in touch with you. For example, a simple UTI can be dealt with by the Pharmacy First scheme and so a referral will be done to them and they will contact you to do a telephone consultation.

Q. Why can’t we just turn up to sit and wait like we used to?

A. If we allowed this we would be seeing up to 100 patients per day on top of the pre planned appointments and this is just not safe and a big percentage of those would not have an urgent on the day need when triaged by a clinician.

Q. Do I need the NHS app to order my prescriptions?

A. No, you can complete an eConsult via our website.

Q. Is this a cost cutting exercise?

A. Absolutely not, we have actually just employed another GP to try and meet the demand of our busy GP surgery. We now have Dr Sue Kemsley, Dr Jonathan Griffiths, Dr Clare Oxley, Dr Omar Mahmoud, Dr Holly Holmes, Dr Carol Brocklesby-White, Dr Greg Herdman and Dr Mark Humphreys. We also have Catherine Huxley who is our Advanced Clinical Practitioner.

Q. Will I struggle to get through on the phones?

A. The phone should be quieter as more people get used to the system they will do an eConsult without having the need to ring up. We also have the availability of a call back service where if you leave your details a member of the team will call you back rather than you waiting in a queue.