



Meet **paco**^{GP}

FAQ Directory

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Introduction

This FAQ Directory is for all staff working at Primary Care Knowsley.

Its purpose is to provide clear, consistent, and practical information to support staff in preparation for the go-live of our new Digital Front Door, Paco GP, and the associated Total Triage model, and to act as an ongoing reference following launch.

The FAQ is designed to:

- Support staff understanding of how the new system will work
- Clarify roles, responsibilities, and processes
- Provide guidance on common scenarios staff may encounter
- Signpost to relevant training resources and Standard Operating Procedures (SOPs)

This document should be used alongside the training materials and SOPs to support staff in preparation for go-live and as an ongoing reference following implementation.

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Section 1

Overview & Total Triage

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What practices are going live and when with Paco GP?

The following practices will be going live with Paco GP on the dates listed below:

- **Roseheath Surgery** – Wednesday 10 December 2025
- **Dr Maassarani and Partners** – Wednesday 7 January 2026
- **Cornerways Medical Centre** – Wednesday 14 January 2026
- **Aston Healthcare** – Wednesday 21 January 2026



What is Paco GP?

Paco GP is a digital front door and online consultation platform designed to support total triage in general practice.

It allows patients to submit structured online requests for appointments, clinical advice, and administrative queries. These requests are then triaged and managed by the practice team, ensuring patients are directed to the right care, at the right time, by the right person.

Paco GP supports the practice to:

- Safely prioritise patient need
- Improve access and fairness
- Reduce pressure on telephone systems
- Ensure patients are seen by the most appropriate clinician or service first

Key features include:

- Condition-specific online forms for adults and children
- Agreed clinical question sets, developed with Clinical Leads
- Clear identification of on-the-day (urgent) and routine requests
- A central Inbox, separating urgent and routine work
- Support for care navigation and administrative workflows

Paco GP does not replace clinical judgement. Instead, it:

- Provides consistent information to support decision-making
- Enables admin teams to manage and prioritise requests confidently
- Supports clinicians to focus time on patients who need them most

For patients, Paco GP offers:

- A clearer and simpler way to contact the practice
- Reduced need to queue on the phone
- Faster identification of urgent problems
- Greater flexibility for routine care

Video overview:

A short introduction to Paco GP can be viewed here:

👉 <https://youtu.be/hiHpflscWCU>



What does “Total Triage” mean for patients and staff?

Total triage means that all patient requests are assessed before an appointment is booked.

For patients

- Requests are made using a short online form (with telephone support if needed).
- Structured questions help identify urgency, clinical need, and the most appropriate route of care.

For staff

- Requests come into Paco GP, not directly into appointment books.
- Staff use triage outcomes and SOPs to prioritise and navigate care.
- Alarm (on-the-day) requests must always be prioritised.
- Routine requests must be responded to within 3 working days.

What total triage is not

- It is not about denying care
- It is not about delaying access
- It does not replace clinical judgement

Key staff principles

- Follow SOPs at all times (refer to section on SOPs)
- Use professional judgement, especially for vulnerable patients



Section 2

Staff Training and Support

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What do staff need to do before go-live?

All staff must complete all Paco GP training prior to go-live – refer to training resources below.

- Staff will receive an email from Blinx Healthcare with a link to sign up to Paco GP (check your junk mail)
- Follow the link and create your login
- If you cannot find an email from Blinx Healthcare please go to the log in page, click on forgot password and enter your email address – you will be sent a new link.
- Training must be completed before go-live
- The Practice Operations Manager will ensure protected work time is available



What Training do we have to complete prior to launch?

All Staff (Admin and Clinical)

- Start Your Training
- <https://www.blinxhealthcare.com/start-your-training/>
- Access the User Portal / How to Access the User Portal
- https://scribehow.com/viewer/PacoGP_Access_The_User_Portal_c25-aCllQwe6F1YE2JafZw

Practice Operations Managers

- Super User Guide
- https://scribehow.com/page/Blinx_Resource_Hub_H_R7aFX6QdiqJ1MkhLO2dw
- Receptionist Quick Start Guide
- https://scribehow.com/page/PACO_GP_Receptionist_Quick_Start_Guide_X25FJwACTKeiPcaOSvyahQ
- Clinician Quick Start Guide
- https://scribehow.com/page/PACO_GP_Clinician_Quick_Start_Guide_dcUDuKlMQUmR-qUzUX4Tug
- Reviewers Quick Start Guide
- https://scribehow.com/page/PACO_GP_Reviewers_Quick_Start_Guide_d46sAC09RfKljikH0IWtlw

Practice Administrators

- Receptionist Quick Start Guide
- https://scribehow.com/page/PACO_GP_Receptionist_Quick_Start_Guide_X25FJwACTKeiPcaOSvyahQ
- Reviewers Quick Start Guide
- https://scribehow.com/page/PACO_GP_Reviewers_Quick_Start_Guide_d46sAC09RfKljikH0IWtlw

Clinical Staff

- Clinician Quick Start Guide
- https://scribehow.com/page/PACO_GP_Clinician_Quick_Start_Guide_dcUDuKlMQUmR-qUzUX4Tug





Are we going to receive on-site support when we launch?

Yes.

There will be representatives from the Programme Office on-site during the first week of launch to provide hands-on support.

This support is in place to:

- Answer questions in real time
- Support staff with new workflows
- Help resolve any immediate issues

In addition:

- Paco GP provides a remote consultation and support service, allowing staff to:
 - Ask questions
 - Receive timely advice
 - Get support with any changes needed to systems or processes

This combined on-site and remote support ensures staff are fully supported during the launch period and beyond.





What support are we going to get as we move forwards with the system?

Ongoing support will continue after go-live.

- **Paco GP provides a User Portal that contains:**
 - User training guides
 - Frequently Asked Questions (FAQs)
 - Technical support resources

All staff can access the User Portal at any time, making it a key reference point for day-to-day use of the system.

In addition:

- Each practice will have a Microsoft Teams Chat Room set up.
- This space can be used by staff to:
 - Share queries
 - Raise concerns
 - Ask questions
 - Share ideas and learning

Queries raised in the Teams Chat Room can be responded to in real time and supported by the Programme Office / Implementation Team, ensuring ongoing learning and continuous improvement.



Who should I go to if I have any queries regarding Paco GP or practice procedures?

If you have any queries about Paco GP, practice procedures, or how to manage a particular situation:

- Please follow the practice escalation matrix.
- You should always speak to your line manager in the first instance.

Your line manager will:

- Support you directly where possible, and
- Direct or escalate your query appropriately if further input is required.

This ensures:

- Consistent advice is given
- Queries are managed efficiently
- Staff are supported in line with agreed practice governance arrangements



Section 3

Appointment Requests

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Q7. We have patients queuing at reception waiting to ask for appointments and it feels very stressful – what should I say?





How do patients request appointments?

Patients request appointments by completing an online triage form via the practice's Digital Front Door (Paco GP).

Patients are required to complete a short set of questions designed to help the clinician triage the request before seeing or speaking to the patient. This ensures the request is directed to the most appropriate service, clinician, and timeframe.

Key points for staff to reinforce with patients:

- Each form takes approximately 5 minutes to complete
- Patients should be encouraged to provide as much relevant information as possible
- Clear and detailed information supports safe care navigation and triage
- If insufficient information is provided, the patient may be asked to complete the form again

There are two separate forms:

- Adults: 17 years and over
- Children: under 17 years

The information submitted allows the practice to determine whether the request requires:

- An on-the-day appointment, or
- A routine appointment on a future date



Will patients know about our new appointment system before I answer their call?

Yes, patients are informed about the new total triage system before they speak to a member of staff through recorded telephone messages.

Initial welcome message

When patients call the practice, they hear:

"Please note, our practice now uses a total triage system for all appointment and administration requests. This means that all patients will be expected to submit a short online form via our Digital Front Door. To do this, visit www.roseheathsurgery.nhs.uk. If you need help with the Digital Front Door, stay on the line and one of our team will assist you."

Appointments line (Option 1)

When patients select the appointments option, they then hear:

"All appointment requests must now go through our Total Triage system. The easiest and quickest way of requesting an appointment is online by completing a request form through our Digital Front Door on the practice website, www.roseheathsurgery.nhs.uk. If you would like us to send you an SMS with a direct link to the Digital Front Door, please press 1. If you do not have access to the internet or are unable to use online services independently, please press 2 to join the call queue, and a member of our team will help you complete your request. Please note: calling the practice does not provide a quicker outcome, as all requests must follow the same triage process. Thank you."

Key point for staff:

Patients are clearly informed about the new system before speaking to staff, which supports consistent and confident application of the triage process.



Can patients request a GP or Advanced Nurse Practitioner over the telephone or at reception without completing the form?

No, patients cannot request a GP or Advanced Nurse Practitioner (ANP) over the telephone or at reception without completing the triage form.

All appointment requests must go through the triage process first. This requires patients to complete a short set of structured questions, which help determine:

- The urgency of the problem
- Whether the patient needs an on-the-day or routine appointment
- The most appropriate clinician or service

GP and ANP appointments, including telephone appointments, are not offered on request. They can only be arranged following triage, where this is considered clinically appropriate.

This applies regardless of how the patient contacts the practice (online, by telephone, or in person).

This approach:

- Ensures patients are directed to the right care first time
- Supports safe prioritisation of urgent clinical need
- Promotes fair and consistent access for all patients
- Prevents inappropriate use of limited GP and ANP capacity

Even if a patient is dissatisfied or insists on speaking to a GP or ANP, practice policy must be applied consistently. Contacting the practice by phone or attending reception does not bypass the triage process.

Staff should explain this clearly and reassure patients that:

- Their request will still be reviewed promptly
- Triage ensures the safest and most appropriate outcome
- Support is available for patients who need help completing the form



What if a patient cannot complete the online form?

Patients should always be encouraged to try and complete the online form themselves first, as this is the quickest and most effective way for their request to be reviewed.

Staff should explain that:

- The form is short and straightforward
- It takes approximately 5 minutes to complete
- Completing it themselves allows the clinician to review their request more quickly and accurately

If a patient is unable to complete the form, they will still be supported by the practice.

In this situation, staff should explain that:

- A call back will take place after 10:00am, where possible
- During the call back, a member of the admin team will ask all of the same questions that appear on the online form and complete the form on the patient's behalf

Staff process

- Add the patient to the EMIS call-back list
- Ensure patients are added in number order
- The admin team will work through the list later that morning, contacting patients in turn

Once completed:

- The information collected by the staff member is entered into the appointment request system
- The request then goes through the same triage process as an online submission
- The request is reviewed and prioritised in exactly the same way as if the patient had completed the form themselves

This process:

- Prevents patients from waiting in a telephone queue while triage questions are asked
- Ensures triage information is complete and consistent
- Maintains fair access, with no advantage or disadvantage based on how the form is completed
- Supports efficient and safe use of telephone access

Patients should be reassured that:

- They will not lose their place by ending the call
- Telephone support remains available for those who genuinely need it
- Their request will be triaged fairly and consistently alongside all other requests



When I contact a patient as part of a call back, what do I do?

When contacting a patient as part of a call-back, you must use the Care Navigator system within Paco GP to ensure the request is captured and triaged correctly.

Before calling the patient

- Open the Care Navigator in Paco GP
- Identify and select the correct form to complete:
 - Adult form (17 years and over), or
 - Child form (under 17 years)

This must be done before contacting the patient so you are prepared to record information accurately.

During the call

- Once connected to the patient:
 - Ask all the questions that appear on the form
 - You do not need to read every option word-for-word, as this would take too long
 - Instead, ask the questions in a natural, conversational way while ensuring all required information is captured
- Ensure you:
 - Clarify the patient's symptoms or problem
 - Capture relevant history and key details
 - Record the patient's expectations from the request (e.g. advice, review, examination)

Recording the information

- Document the patient's responses clearly and accurately within the form
- Ensure the information provided is sufficient for safe triage and consultation
- If information is incomplete or unclear, ask follow-up questions to clarify

Training and support

- Training will be provided on:
 - The best way to ask questions from each form
 - How to document information effectively
 - How to manage conversations efficiently and professionally

Following this process ensures:

- All patients go through the same triage process, regardless of how they access the practice
- Clinicians receive clear, structured information to support consultations
- Care navigation remains safe, consistent, and efficient



What if a patient presents to reception and has no mobile number, email address, or is not digitally able?

Patients who attend reception without access to digital services or who are unable to use online systems will still be fully supported by the practice.

Each practice location will have a facility on site where a member of staff can interview the patient in person.

Reception process

- A member of staff should:
 - Use the Care Navigator system in Paco GP
 - Select the appropriate health form (adult or child)
 - Ask all of the triage questions from the form in person
- The questions should be asked in a clear and supportive way, following training guidance
- The patient's responses must be recorded accurately in the system

Outcome and next steps

Once the form has been completed and the outcome determined:

- If the request is:
 - Suitable for a service offered elsewhere (e.g. Pharmacy First), the patient should be advised immediately
 - An on-the-day appointment, the patient should be informed there and then of the outcome
 - A routine appointment, the patient should be advised of the next steps
- If the appointment is within the practice:
 - The patient should be told the date and time of the appointment before they leave reception
- If the patient does have contact details (mobile or email):
 - Advise the patient that they will be contacted regarding the outcome, in line with SOPs

This approach ensures:

- Patients without digital access are not disadvantaged
- All patients go through the same triage process
- Outcomes are clear and communicated promptly
- Reception staff can manage requests safely, fairly, and confidently



We have patients queuing at reception waiting to ask for appointments and it feels very stressful – what should I say?

It is important to remember that patients queuing at reception does not mean they will automatically be given an appointment. This is not practice policy.

All patients must follow the same total triage process, regardless of whether they attend in person, call the practice, or contact us online.

Key message for staff

- Stay calm, consistent, and supportive
- Reassure patients, but do not bypass the process
- Apply practice procedures fairly to all patients

What to explain to patients

Patients should be politely and clearly advised that:

- The practice now uses a total triage system
- All appointment requests must be made via the Digital Front Door
- Attending the practice in person does not provide faster access

Waiting room posters and communications will reinforce this message, so patients are being informed in multiple ways.

What options can be offered to patients at reception

Depending on the patient's circumstances, staff should offer one of the following options:

- Send the patient a link to the practice Digital Front Door
- Offer a tablet at reception so the patient can complete the form on site (if they do not have their own device)
- Offer support in a private room, where a member of staff can talk the patient through the triage questions and complete the form with them
- Offer a call back after 10:00am, where the admin team can complete the form over the telephone

These options ensure patients are supported without creating inequity or bypassing the system.

Why this approach matters

- Reduces pressure and congestion at reception
- Ensures fair access for all patients
- Protects staff from conflict and inconsistent decision-making
- Maintains safe and effective care navigation

Staff should remember they are not refusing care, but directing patients through the correct and agreed process.



Section 4

Triage Process

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Q1. Where will urgent and routine requests appear?

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Q2. When should we get back to patients after reviewing their forms?

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Q3. Will clinicians be triaging patient appointment requests?



Where will urgent and routine requests appear?

All patient requests submitted via Paco GP are received into the **Paco GP Health Form Inbox**, which staff use to triage, prioritise, and navigate care in line with Care Navigation SOPs.

The Inbox is divided to support safe and efficient workflow:

Alarm (on-the-day) requests

- Appear on the left-hand side of the Paco GP Health Form Inbox
- Identified through triage questions as requiring same-day attention
- Must be prioritised immediately

On-the-day process (as per SOP):

- Patients are contacted by telephone
- An on-the-day face-to-face appointment is offered
- The appointment offered should be the nearest available time, agreed with the patient

Routine requests

- Appear on the right-hand side of the Paco GP Inbox
- Suitable for routine review and onward management





When should we get back to patients after reviewing their forms?

Patients should be contacted in line with the response times set out below, based on the urgency identified through the triage process.

Response times

- Alarm (on-the-day) requests:
 - These must be reviewed and actioned the same day.
- Routine requests:
 - These must be reviewed and responded to within 3 working days.

Staff responsibilities

When managing patient requests, staff must:

- Use the Paco GP Inbox as the central system for reviewing and managing all requests
- Follow the Care Navigation SOPs when triaging, responding, and allocating appointments
- Apply the process consistently for all patients, regardless of how the request was submitted

Why this matters

Following these response times and processes ensures that:

- Urgent patients are identified and supported quickly and safely
- Appointments are allocated fairly and efficiently
- Care navigation is consistent across the practice
- Patient expectations are managed clearly and appropriately



Will clinicians be triaging patient appointment requests?

No, clinicians will not be triaging every patient appointment request.

The appointment request forms have been carefully designed and agreed with Clinical Leads to ensure they collect the right information to indicate whether a patient requires:

- An on-the-day appointment, or
- A routine appointment

The practice has taken the decision that it is not an effective use of clinical time for clinicians to triage every incoming request. Instead, we are trialling a process where the health forms themselves support decision-making, allowing admin and care navigation staff to direct patients to the appropriate appointment type.

How this works in practice

- The questions within the forms:
 - Identify urgency
 - Indicate the most appropriate appointment timeframe
 - Capture the patient's expectations (e.g. advice, review, examination)
- This information enables admin staff to:
 - Offer the correct appointment type (on-the-day or routine)
 - Decide whether a face-to-face or telephone appointment is most appropriate, where required
- Good care navigation means ensuring the patient has provided sufficient detail for the clinician to:
 - Consult the patient effectively
 - Make safe clinical decisions during the appointment

If insufficient information is provided, the patient may be asked to re-complete the form to ensure safe and appropriate care.

This approach:

- Protects clinical time for patient care
- Supports efficient and consistent access
- Enables confident care navigation by admin staff
- Ensures clinicians receive relevant, structured information ahead of consultations

