

FAQ:

What is Accurx?

Accurx is a software used by 98% of GP practices in the UK to communicate and is an approved NHS supplier. You may have already had texts from the surgery using this system or asked by a clinician to send photographs during a telephone consultation. It works with our practice computer system, SystemOne.

Accurx triage allows GP surgeries to receive information directly from a patient concerning their medical concern via an online form. These requests will be triaged by our clinical triage team which comprises of our Duty Doctor and Urgent Care Practitioner. This will allow the surgery to ensure patients with the most urgent needs are appropriately treated with the right clinician. You may not need an appointment, you may be re-directed to services outside of the practice (for example, the pharmacy or our social prescriber), or have tests requested before you come and see a doctor or nurse at the surgery.

Why is the surgery doing this?

NHS England have set out guidelines for GP surgeries to increase online consultation services. Accurx is a proven and effective system which aids us as a practice to improve patient care and your journey with us.

When does it start? When can I access the form?

The system will come into effect from **28th July 2025**.

What times of day is the form available?

The form for medical queries will be available for completion from **07:00 - 08:30am** Monday to Friday, please note there will be a limit to the number of these available each day. Non urgent admin requests can be completed, please note it may take up to two working days for a reply from us. The surgery will not accept medical queries submitted via the admin form. This is to allow our clinical team to ensure we can review and triage appropriately each day. If you are requiring urgent medical assistance or have a life-threatening emergency, you will still need to contact the emergency services or visit the hospital. To ensure safety for patients, it may be necessary to close the triage system early. The surgery is still open until 6.00pm for urgent clinical matters.

Do I need to download anything or have a password?

No. You do not need to download a special application or have a username and password to use this form. The form will work through the NHS App, if you have this set up.

This is a separate system to SystemOne online, which is used to view your blood test results and medical records.

How long is the form? Will it take me a long time?

The form asks for your symptoms, the length of time these have been present or changed, how you would like the surgery to assist you, and how we can contact you once we have reviewed your request.

I don't have a computer or smartphone. How can I fill out a form?

A friend, relative, or carer can complete this form on your behalf. If this is not available to you, or you have communication needs which prevent this, then our Reception staff may assist in completing this over the telephone for you. The form will still be completed and your request will then go with the other patient requests we receive.

I have a smartphone but I am not sure how to find the form.

Our Reception Team will be able to assist you and demonstrate how to find the form. We have a link (see above) or speak to one of our reception team who can assist you and we can send the link on a text message.

Can a friend, relative, or carer do the form for me?

Yes. On the form, there is a box where we ask you if the form is being completed by somebody else. Please note that we will only be able to reply back to yourself regarding your care as the patient unless there is confirmed consent on your medical record.

I am on the surgery's housebound list. How do I get an appointment?

We continue to have our home visit team in place. Please call the surgery as you would usually do to make this request. This will be reviewed by the visit team and you will be contacted. This may mean someone will come out to come out to you or your concern will be dealt remotely.

You can submit a triage request if you are a housebound patient if this is more convenient for you, your family, or your carers. This will be reviewed in the same way as if you were telephoning us.

I have received an invitation from the surgery to book in for an appointment. Do I still need to fill out a form?

No. If you have received a message to book a yearly check, then please contact the surgery as advised in that invitation to arrange an appointment. This includes invitations for nursing appointments such as blood tests, long term condition reviews injections and immunisations. Medication reviews with our Clinical Pharmacist or GPs will be the same, if you have received a letter or contact from the surgery asking to book an appointment for the above please inform the receptionist.