

# ●●● The Garden Surgery

**From Thursday 1<sup>st</sup> May 2025 we will be changing our GP appointments system and operating a total triage system.** This will be for all GP appointments but will not affect Nursing appointments. Please don't use the form for Nurse appointments. You can access the form to request a GP appointment only, by completing it from our website [www.gardensurgeryleeds.co.uk](http://www.gardensurgeryleeds.co.uk)

## **What is total triage?**

Total triage is a way of Doctor's appointments being assessed by GPs to determine if your request is routine or urgent. The Care Navigator (Receptionist) may advise you of the most appropriate alternative to a Doctor's appointment before or after consultation in liaison with the Duty Doctor. This could be a Pharmacist, Dentist, Musculoskeletal Specialist or Optician.

## **When is the service available?**

The service will be operating from 8.30 am to 3.30 pm and you should get a response on the day where requests are made before 2pm. Only ring the Surgery if you have not had a response within 48 hours, please.

## **Assessment by a Doctor for GP appointments only**

It is important that you provide as much information as possible about your medical problem so that an accurate assessment can be made. If the GP needs more information, you will be sent a questionnaire to request more detail and possibly a photo of the problem area.

## **No Phone, computer or laptop?**

If you are not able to complete the form online and are ringing, the care navigator will complete the form with you. You must tell the receptionist if you do not have a phone so that we can communicate by an alternative means.

## **If you don't need an appointment?**

There will be options to ask for administrative requests such as letters, Fit notes, Test results, medication requests and general admin

2<sup>nd</sup> Floor, East Leeds Health Centre, 78 Osmondthorpe Lane, Leeds LS9 9EF

Tel: 0113 200 9190

Partners: Dr R Flint and Dr S Foley

Salaried GP's: Dr M Uddin, Dr K Houldershaw, Dr J Moore

Practice Manager: Mrs Sarah Cave

We are part of the York Road Primary Care Network (PCN)

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## **Why have we changed this system?**

We have listened to patients and considered the frustration of not being able to book appointments together with the level of calls received early in the morning. The current system does not provide equitable access to everyone and offered only a “first come first served” system. The new process will enable a GP to make an assessment to decide whether the appointment request will be dealt with on the day or in a pre bookable appointment up to 2 weeks in advance. This will be offered to you in the form of a message with a link to appointments which will expire in 7 days. Please note you may be signposted to a Social Prescriber, Pharmacist, Physio or an appropriate Clinic nearby.

## **Help and Support to get online**

We will provide help and support to our patients if you need it from now on over the phone and will be offering drop in sessions in the Practice which we will confirm nearer the start date.

We realise this is a big change and appreciate that not all patients will see the benefit to begin with, but in a few weeks we are hoping to be able to deal with more clinical and admin requests within 48 hours and so appreciate your patience as we begin to achieve this aim.

Please do not hesitate to ask Care Navigators if you have any questions.

## **Drop in sessions will be held in the waiting room on:**

### **YOU WILL NEED TO BRING IN THE DEVICE THAT YOU WILL USE TO BOOK A GP APPOINTMENT**

Tuesday 22 April 8.30am to 11am

Wednesday 23 April 8.30am until 11am

Thursday 24 April 2.30pm until 4pm

Thursday 1 May 12 noon until 4pm

Friday 2 May 9am to 11 am

Tuesday 6<sup>th</sup> May 11am to 2pm

Wednesday 7<sup>th</sup> May 8.30 am to 11am

Thursday 8<sup>th</sup> May 2am until 4pm

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