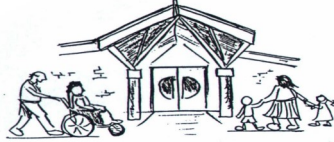


# MORTIMER MEDICAL PRACTICE NEWSLETTER

August 2025

Issue No. 70



Welcome to an extraordinary Newsletter dedicated to 'Total Triage' and answering some of your concerns and giving you useful information to help you navigate the new way to book appointments from the 01 October 2025. This is Government led contractual change we are implementing.

## What is Total Triage?

Total Triage means that all requests for appointments, advice, or support will first be assessed by a GP from the surgery before an appointment is offered. This helps us ensure that every patient receives the right care, at the right time, with the right member of our team.

## How will it work?

- ⇒ You contact us using the online form that will be accessible via our website or NHS app, if you are unable to complete the form online or in person you can still call the Surgery.
- ⇒ We ask tailored questions- this helps us understand your concern.
- ⇒ A GP from the Surgery reviews your request that day. The outcome may be:
  - \* A face-to-face or telephone appointment
  - \* Advice or a prescription without needing an appointment
  - \* Signposting to another service that can help

## How you can help?

- ⇒ Be ready to give clear information when you contact us. This helps us assess your needs quickly and accurately.
- ⇒ Use our online consultation system if you can, it's quick and available during our working hours and you will not have to queue on the phone.
- ⇒ Be open to the GPs recommendations , they may save you time and help you get care sooner.

## Our promise to you

We are committed to offering safe, timely, and effective care for every patient. Total Triage is designed to ensure we respond to your needs in the most appropriate, timely and efficient way possible. We are not closing the surgery receptions and we will offer help to those who need it. We understand that not everyone has digital access so you can still call reception or come into the surgery and the receptionist will complete your request supporting you accessing the care you need.

Patients may still request consultations with a specific GP or clinician. While we strive to accommodate such requests, availability and the urgency of clinical need may sometimes limit our ability to do so. We remain committed to providing the best possible care and will always endeavor to meet individual preferences whenever feasible.



## Do more with the NHS App!

- Order repeat prescriptions
- Book appointments
- View your records
- And much more...



## Lots of information and updates will be published online

Visit our website or join our Facebook group to receive up-to-date information about the practice and what is happening.

Our Website; [www.mortimergpsurgery.co.uk](http://www.mortimergpsurgery.co.uk) Or Search Facebook for 'Mortimer Medical Practice'.

## Workshops

We have planned drop in workshops for you to come along and learn more. You are welcome to drop into to any of the sessions. They are as follows:

- ⇒ **Wed 10 Sep 25 between 5pm -7pm at Leintwardine Surgery**
- ⇒ **Sat 13 Sep 25 between 9am -12pm at Orleton Surgery**
- ⇒ **Thurs 18 Sep 25 between 5pm -7pm at Kingsland Surgery**
- ⇒ **Sat 20 Sep 25 between 9am - 12pm at Kingsland Surgery**

## Frequently Asked Questions FAQ

### Q Can I insist on seeing my GP for a face-to-face consultation?

- A. While we strive to accommodate such requests, availability and the urgency of clinical need may sometimes limit our ability to do so.

### Q. Can I ask for help at any time?

- A. You may submit medical, admin, or simple requests during our core hours, 8am-6:30pm. We have to ensure that we can manage all of the incoming requests. Later requests may not be seen until the following day (excluding weekends and bank holidays). For non urgent requests you should have a response within 3 working days.

### Q. Why should I use the online form?

- A. online allows us to receive your requests much faster than traditional methods. By using online you are helping your GP save time by providing all of your information for your request all in one place. This helps your GP Surgery run more effectively and efficiently.

### Q. How do I know if a doctor has seen my request?

- A. After your request is submitted from your patient account, the GP will review. You have the ability to view the Status of your request by logging into your patient account. On your Dashboard, you will see all the requests and the progress.

### Q. What if I submitted the wrong request by mistake?

- A. Once a request is submitted, you cannot make any amendments. If your request was submitted in error, you wish to add further details, or you wish to change details in your request, please submit a new request.

### Q. How do I access Total Triage online

- A. You can access your patient portal by creating an account via a link from us or use the banner on our website. You will need an active internet connection. We recommend you use Chrome (v98.0 or later), Safari (v15.2 or later,) or Firefox (v97.0 or later). Or NHS App. You do not need to download any programs to login to your account.

### Q. What if I do not have internet access or a computer?

- A. Don't worry, you can still contact the surgery reception by phone and they will submit the form on your behalf. Or visit the surgery in person, we are installing digital access in the waiting area so you do it from there, reception will be on hand to support you if you don't know how to do it.