

What is total triage?

Total Triage is part of the modern general practice model which all GP practices in England must adhere to.

The aim is to improve patient access and patient experience by offering multiple ways to contact the practice online, phone or in person and by appropriately directing the patients to the right professional or service based on their needs.

We are streamlining our processes within the practice to help increase efficiency.

Currently, Balmore Park Surgery use Anima to achieve these outcomes. From **1st October 2025** our surgery will be switching to Accurx Triage.

Benefits of total triage for patients

Faster access to the right care

- You could be helped faster by a nurse or pharmacist, or external services such as Pharmacy First.

More convenient

- No more waiting on hold - simply complete a short online form. The Accurx triage form is much easier to complete for all patients registered at Balmore Park Surgery.
- Many issues can be resolved without the need to come to the surgery.

Safe and fair

- Every request is triaged based on urgency and clinical need, not first come, first served.
- Urgent cases are always prioritised.

Better use of NHS resources

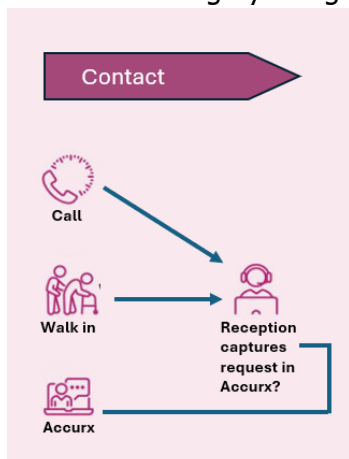
- GPs can focus on patients who have more complex needs.
- You're connected to the best-suited team member, such as:
 - Nurse
 - Pharmacist
 - Mental health worker
 - Physiotherapist
 - Other services outside of the GP surgery

Reduced waiting times

- Fewer unnecessary GP appointments, means quicker help for everyone.

How it works for you

Contact the surgery using Accurx online. It is quick and easy to use, you can:



- Submit medical or admin requests online (e.g. sick notes, prescriptions)
- Avoid lengthy phone queues
- Receive a reply via text, phone, or appointment—often the same day. See below for more information.

However, we appreciate that this may not be possible for some patients. If you are unable to use or access the online form then please contact the surgery in the usual way and we will complete the request for you, which will be added to the triage list to be reviewed by the clinical team.

You'll be directed to the most appropriate care, such as:

- A same-day appointment with an appropriate healthcare clinician
- A routine consultation with a GP or healthcare professional
- Advice from another health professional
- Safe self-care with guidance

The clinical team will decide best course of action based on your clinical need:

- **Same day** – for emergencies (A member of staff will contact you to book the appointment)
- **Within 7 days** – for patients that need to see or speak to a healthcare professional soon, but not urgently (You will receive a self-book link to book your appointment)
- **More than 7 days** – for routine appointments (You will receive a self-book link to book your appointment)

It's secure, confidential, and can be used during our core opening hours. If you're not confident online, that's okay—you can still call or visit, and our team will help you fill in the form.

Please note admin requests (e.g. prescriptions, sick notes, general queries) are available 24/7. These are reviewed within 24 hours of being submitted to the surgery.

Reassurance

You'll always be offered a face-to-face appointment if it's required. Your request will always be handled confidentially by our qualified clinical staff.

Total Triage makes accessing care easier, faster, and safer than ever. It is designed to improve your care – not block access.

Helpful links

[Patient Support: How to submit a request to your GP Practice using the NHS App | Accurx Help Centre](#)

[How Total Triage works with Accurx](#)

[Patient Flash Demo: How to submit a medical request in Patient Triage | Accurx Desktop](#)