

**Wickham Park Surgery**

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Dear Patient,

**RE: Implementation of Total Triage Model**

From the start of this financial year, the NHS introduced new rules requiring all GP surgeries to offer an online consultation system by October. Our local commissioning body, the South East London Integrated Care Board, is encouraging all practices to move to a Total Triage model by this deadline. At Wickham Park Surgery, we're committed to providing the best possible care for our patients. We know that our current appointment booking system no longer meets everyone's needs. That's why we have decided to adopt this new way of working. We plan to have the new system in place by the end of September.

In the past, getting a same day appointment often felt like a race. Patients would call at 8am and wait on hold, sometimes for a long time, only to find out that all appointments were already gone. Routine appointments could take more than 3 weeks to book, which isn't ideal. We believe everyone should have fair access to care, and that patients should be seen based on clinical need, by the right clinician, at the right time.

At our practice, we have a wide range of healthcare professionals, including Doctors, Clinical Pharmacists, Mental Health Practitioners, Physiotherapists, and more. It is important that you see the most appropriate person for your needs. By using a Total Triage system, we can review all patient requests and make sure each one is directed to the right clinician, based on clinical need.

With the Total Triage system, all patient requests, whether medical or administrative, are reviewed by our clinical team. Every request is handled within 48 hours by the same Doctors and Administrative staff you already know and trust at the practice.

Our triage team begin reviewing requests at 9am and work throughout the day to ensure everyone gets the care they need. Here's how your request will be handled:

- **Urgent Issues:** If you need to be seen the same or next day, you may receive a self-booking link or a call from reception.
- **Quick Resolutions:** Sometimes, the triage team can handle your request directly, such as by calling you, issuing medication, or providing a fit note.

- **Routine Issues:** For non-urgent matters, you'll either get a self-booking link or a call from reception to arrange an appointment.

Like any new system, this one will take a bit of time to settle in. It might not be perfect right away, but we're committed to working with you to make it as smooth and effective as possible, for everyone.

Most GP practices in the borough will be moving to similar systems in the coming months. We're all facing the same well-known challenges, including a national shortage of doctors, despite our ongoing efforts to recruit and retain staff. Our team works incredibly hard and is fully committed to providing the highest standard of care under increasing pressure. We truly appreciate your patience, understanding, and continued support as we navigate these changes together.

We're currently working on building the foundations of this new system, and we'll be able to share more details closer to the launch. In the meantime, you can stay up to date with the latest news and updates on our website:

**[www.wickhamparksurgery.org](http://www.wickhamparksurgery.org)**

## **Frequently Asked Questions**

### **How Can I Submit a Total Triage Request?**

*Wickham Park Surgery uses AccuRx for all online consultation requests. You may already be familiar with it—it's the same system we use to send text messages to patients. If you've ever submitted a request for a fit note, blood test, admin query, or clinical question, you've likely used AccuRx already. With the new Total Triage system, all requests will continue to be submitted online—either through our website or by using the "Contact Us" option in the NHS App.*

### **What Times Can I Submit Total Triage Requests?**

*Requests for either clinical or administrative enquires can be submitted between our core opening hours of 8am to 6:30pm, Monday to Friday.*

### **What If I Have an Urgent Problem Outside of Core Hours?**

*Currently, patients can't contact the surgery outside of our normal opening hours. There is a clinical risk if someone tries to submit an urgent request when we're not open. If you have an urgent medical need that can't wait until we reopen, please:*

- *Call 111 for medical advice*
- *Call 999 in an emergency*
- *Or visit your local urgent care centre*

*Your safety is our priority, and these services are here to help when we're unavailable.*

### **What If I Don't Have Access to a Computer?**

*We understand that not everyone has access to a computer or feels confident using online systems. If you're unable to submit a request online, please call the practice. A member of our reception team will help you by submitting the request on your behalf. They'll ask you a few questions to make sure our triage team has all the information they need to help you properly.*

**How Do I Submit Repeat Prescription Requests?**

*The Total Triage online consultation tool is currently not equipped for dealing with requests for prescriptions. Instead, please order your requests via the NHS App, or by emailing us at [selicb.wickhamparkprescriptions@nhs.net](mailto:selicb.wickhamparkprescriptions@nhs.net). If you do not have access to either of these digital platforms, you may leave your request at reception.*

**How Do I Make Routine Nurse or Healthcare Assistant Appointments?**

*These may be booked by telephoning reception during our core opening hours. Other appointments such as blood tests and cervical smears, are available to book online via the NHS App.*

Thank you for taking the time to read this letter. We appreciate that change can be stressful, and we hope to provide as much information to our patients as possible when we can at each stage of the implementation process.

We will be in touch when there is any substantial information, such as a precise date of our intended go live and other vital pieces of information. All up to date information can also be found on our website:

**[www.wickhamparksurgery.org](http://www.wickhamparksurgery.org)**

On behalf of the Partners and the Wickham Park Surgery Team,  
Thank You