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Dear Patient,

RE: Update to the Incoming Total Triage Model

We wrote to you back at the start of July to introduce you to our new way of working, called the Total Triage Model. With the Total Triage system, all patient requests, whether medical or administrative, are reviewed by our clinical and admin team. Every clinical request is handled within 48 hours, and every administrative request is handled within 5 days, by the same Doctors and Administrative staff you already know and trust at the practice.

We will be going live with our Total Triage Model on Monday 29th September.

What does this mean for me as a patient?

- All requests for GP appointments will need to be submitted via our online form, available on our website www.wickhamparksurgery.org by clicking the contact us online option, or by your NHS App.
- All requests for administrative queries, such as a request for blood test forms, request for letters, or requests for referrals, must also be submitted online.
- Our online requests are currently open 24/7. From Friday 26th September, these requests will only be able to be submitted during our core opening hours, Monday to Friday, 8am to 6:30pm.
- Routine appointments released on Monday 22nd September will be limited for the week of Monday 29th September, whilst we work to build our transition period into the new Total Triage Model.

Equal Access for All Patients

We understand that not everyone has access to a smartphone or computer. That's why Total Triage is designed to be inclusive and accessible for everyone — not just digital users. If you don't use digital tools, you can still:

- Call the practice and speak to a team member who will complete the information with you.
- Visit us in person and speak to reception.
- Every request – regardless of the way you contact us – will be treated equally, so no one is left out or disadvantaged.

What will the Outcome of my Request be?

Our triage team begin reviewing requests at 9am and work throughout the day to ensure everyone gets the care they need. Depending on the nature of your request, you may receive:

- A face-to-face or telephone appointment with a GP – the clinician may arrange some investigations like a blood test, X-ray or scan before the appointment so that the results are ready to discuss in time.
- A consultation with another member of our clinical team — such as a physiotherapist, pharmacist, mental health practitioner or nurse.
- A direct referral to community services such as Pharmacy First in a local Community Pharmacy or the Minor Eye Conditions Service in a Community Optician.
- A prescription, medical certificate or advice without needing an appointment.
- A direct referral to a specialist service if needed.

Why does Total Triage Matter?

1. Enhanced Patient Experience

Under a Total Triage Model, patients who need the most urgent help are prioritised first, which shortens waiting times. In many practices, the majority of patient queries can be solved in just one day. This boosts patient satisfaction and builds trust in primary care services.

2. More Equitable Access to Care

Traditional systems often mean patients have to phone or visit early to secure appointments. Total triage removes this barrier by allowing patients to submit detailed requests any time of day, helping practices reach underserved populations. It also moves away from the dreaded first-come, first-served race, creating fairer access for all.

3. Better Demand Management

By filtering requests before booking appointments, the Reception Team can drastically reduce phone backlogs and administrative pressure. With a clear, structured workflow, urgent clinical issues are not lost in the chaos, and administrative tasks no longer clog GP diaries.

Move From AccuRx to eConsult for Total Triage

As a practice, we have decided to procure the services of eConsult for the use of our Total Triage Model. If you submitted an online consultation to the practice before 2022, you will be familiar with this system.

eConsult allows the practice to more accurately triage your incoming requests, by asking you more questions related to your query, and flags up any urgent cases to the practice, helping us to deal with the most urgent cases as they come in.

The system is easy to use, and those already using our current online consultation tool AccuRx, will see that the system is still easy to understand and intuitive.

For more information on eConsult, visit their website: <https://econsult.net/nhs-patients/how-to-use-econsult>

How do I Submit an Online Consultation?

1. Google Wickham Park Surgery.
2. Click on Wickham Park Surgery website. (www.wickhamparksurgery.org)
3. Click on 'Submit a new request' in the green banner at the top of the website.
4. Choose from the options which are best suited to you i.e. 'I have a health problem' or 'submit an admin request'.
5. Read through the safety netting advice and confirm you have none of the emergency symptoms.
6. Provide your date of birth.
7. Fill in the form to the best of your ability, providing as much information as possible.
8. Fill in your personal information and submit your request.
9. You will be contacted by the practice within 48 hours, using your chosen form of communication.

Thank you for taking the time to read this letter. We appreciate that change can be stressful, but we believe that by adopting this new way of working, Wickham Park Surgery can work to improve all patients access to care, by ensuring that each patient is directed to the right clinician based on clinical need, and ensuring that patients requiring the most urgent care, are not lost to the old system of working.

More information, including frequently asked questions and our previous letter from July, can be found on our website:

www.wickhamparksurgery.org

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