

Frequently Asked Questions

How does AccuRx Patient Triage work?

If you call us requesting a GP appointment for the same day or for something that cannot wait until our next pre-bookable appointment, the Patient Services Advisor will take you through a short form and record your answers and information, just as they do now. Once the short triage form is complete it will be reviewed by the Duty GP who will assess the information given alongside your medical record. You will then hear either from the GP themselves or from a member of the team with the outcome and/or appointment details. If you need an appointment, you will be offered one either the same day, within 3 days, within 7 working days or a routine appointment in a few weeks' time dependent upon the severity of your medical condition.

If you come into the surgery, or complete a triage online you will be asked to complete a form with the same questions as you would be asked over the form.

What questions will I be asked?

You will be asked three main questions and the information you provide will be passed to the duty GP to review. Please provide as much information as possible so your need can be assessed accurately.

The questions are:

- Please describe the medical problem
- How long have these symptoms/concerns been going on and have they got better or worse?
- Have you tried anything to help?

There are three other optional questions:

- Is there anything you are particularly worried about?
- How would you like us to help?
- Please could you let us know what times you will be unavailable for us to contact you or to come in for an appointment.

How quickly will you get back to me?

We will respond back to you as soon as we can and in most cases within a few hours within our opening times. For non-urgent or administrative queries, we may take a little longer and possibly up to 2 working days. Please be reassured that if you are seriously unwell and need urgent attention then our duty GP will be on hand to respond very quickly. If you do feel you need to be seen or you need to speak to a GP as you are seriously unwell (but not life threatening) then you should always telephone us. Use the online form for less immediate needs.

What if I need help for an administrative query or just want advice?

Our online form allows you to choose an administration or medical query to:

- Request non-urgent GP appointments either on the telephone or face to face
- Instigate a discussion online regarding a medical query you may have.
- Access reliable and NHS approved self-help information online
- Refer yourself to services without the need to go through your GP for help with your weight, stop-smoking and lifestyle changes or mental health talking therapies or physiotherapy.
- Request assistance with a hospital referral or an administrative query
- Request a fit note (sick note) or doctor's letter.
- Request a repeat prescription

Why do you use this system?

To ensure that all patients are able to continue to access care within a suitable timeframe for their need and with the demand for appointments outstripping our resources, we need to change our internal systems slightly to

ensure we prioritise those patients with the most urgent need first. We are currently only able to generally offer appointments on the same day for urgent needs or a routine appointment in several weeks' time. Due to the demand for same day needs, the length of time a patient has to wait to get a routine appointment has had to increase. This means that some patients are waiting longer than we would like.

The triage system allows GPs to assess each patient's needs and allocate them an appointment or answer their query in a suitable timeframe and allows us to prioritise and ensure those who are most seriously ill are seen soonest.

Our waiting times on the telephone are longer than we would like, however these have reduced now that we have introduced a call back feature to our phone system. The more patients we have using the online forms, the freer our telephone lines will be to help those who don't have access to the internet or are not comfortable using it or those who have other needs.

Unfortunately due to the continued lack of funds arriving in primary care to provide new resources, larger premises and more GPs and nurses, we are just not able to offer appointments to always suit the desires and wants of the patient, however much we wish to. We have to ensure we are fair to everyone and that it is vital the system we run allows those with serious health needs to be able to access support quickly and it is not a race to the phone at 8am every morning to get the few available slots for the day.

What are the advantages of completing the form online?

- By completing the form online, you are reducing the telephone queue allowing those that have urgent needs or can't or don't want to use our online services or those that have other queries to get through to us quicker.
- It means you don't have to speak to anyone or sit in the telephone queue.
- No need to call at 8am to get a same day appointment as the triage forms are reviewed by the Duty GP throughout the day.
- You can complete the form wherever you are either online or using the NHS App at any time during our opening hours.
- You can be assured that all queries go into same system and are reviewed fairly, regardless of your contact method.
- You can use your NHS login and skip a few steps.

What times can I complete the online form?

The triage system is open online between hours of 8am to 3.30pm Monday to Friday and via phone or at the reception desk during our opening hours of 8am to 6:30pm. Please be aware that triages made very late in the day may not be looked at until the following morning.