



BRIG ROYD SURGERY

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Brig Royd Surgery – IMPROVING ACCESS TO PRIMARY CARE

Frequently Asked Questions (FAQs)

1. Why are you changing access arrangements?

We are introducing a new triage system because we want to improve patient experience and staff well-being and morale. Demand for appointments has almost doubled in the last 12 months and this is not sustainable. Our new model will make the very best use of our highly skilled healthcare team, will give patients more flexibility and help us make sure you get the care with the most appropriate member of the team.

2. What is a Digital Triage?

Digital Triage will be our new model of working. eConsult is the platform we will use to collect patient information. Every online, walk-in and telephone request will come through an eConsult to ensure consistency. The form will provide essential information for our clinical team to read and assess patients' needs. We will contact you to let you know how your request will be managed on the same day. Patients with urgent needs will be given an appointment on the same day. Patients with non-urgent needs will be referred to the most appropriate member of the primary care team.

3. How do I request an appointment?

You can request an appointment online, at the surgery or by phone if you are unable to use the online form or attend the surgery. The Practice is encouraging patients to use the online form to free up phone lines for patients who need to speak to someone urgently, and patients who are unable to use the online form or attend the surgery in person. For patients who attend the surgery, we will have iPads in our waiting area. Support will be available for people who need it. If you telephone, our receptionist will ask you questions and complete an eConsult during the call. Online patient consultations will be open from 8.00am – 6.30pm, Monday to Friday. Walk-in requests will available from 8.00am – 4.00pm, Monday to Friday. Telephone requests (if you are unable to use the online form or attend the surgery) will be available from 8.00am – 6.00pm Monday to Friday.

4. Does the new model completely replace patients booking appointments online?

Yes.

5. Will it be possible for patients to change or cancel an appointment online?

There will be no online appointments.



6. Will patients be able to request to see a preferred GP?
Yes, but they may not be guaranteed as GP's work different days.
7. Will a separate eConsult be required if a patient has several ailments?
Yes.
8. Can I nominate someone to fill out an eConsult on my behalf?
Yes, as long as the information is accurate
9. Do you need to complete an eConsult for Nurse and healthcare assistant appointments?
No, you can still book these appointments via the telephone or at reception desk.
10. Can you submit an eConsult for children under 6 months?
No, parents will be asked to contact the practice and a member of the team will complete a form on their behalf.