

Edlesborough & Pitstone Surgery New Patient Welcome Pack

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Welcome to Edlesborough and Pitstone Surgery

This information pack is intended to provide an overview and key information that you, as a patient, will need to make the most of the variety of services that we offer.

Additional information is available on our Website & Facebook page – see 'Further Information' for more details.

General Information

We are an NHS rural practice with a patient size in excess of 8500. We are within the Buckinghamshire, Oxford & Berkshire West (BOB) Clinical Commissioning Group (CCG) & are a member of the North Buckinghamshire Primary Care Network (PCN).

We have two sites (Edlesborough & Pitstone) which are approximately 15 minutes apart (by car, & public transport) you **may** be offered appointments at either site.

Clinicians will often work at both sites during their working week.

Edlesborough Surgery Site



Address: 11 Cow Lane, Edlesborough, Dunstable, LU6 2HT

Key site information:

- A purpose-built building with an on-site dispensary
- Parking (including disabled parking)
- In-house dispensary for dispensing patients
- Dispensary (prescription) collection machine for 24/7 collection
- Administration team base including Business, Clinical, Administration and Organisational Managers and Medical Secretary

Pitstone Surgery Site



Address: The Village Health Centre, Yardley Avenue, Pitstone, Leighton Buzzard, LU7 9BE

Key site information:

- A purpose-built building with an on-site dispensary
- Parking (including disabled parking)
- In-house dispensary for dispensing patients
- Dispensary (prescription) collection machine for 24/7 collection

Surgery Opening Times

The opening times vary between the two sites.

Ensure that you are aware of the opening times prior to contacting or visiting the practice.

Please be aware that the surgery is closed (including the Dispensary) at other times and these will be advised on our website & social media (e.g. Protected Learning Time (PLT), Public Holidays, etc.).

Edlesborough	Morning	Afternoon
Monday	08:00 – 12:00	14:00 – 18:30
Tuesday	08:00 – 12:00	14:00 – 18:30
Wednesday	08:00 – 12:00	14:00 – 18:30
Thursday	08:00 – 12:00	CLOSED
Friday	08:00 – 12:00	14:00 – 18:30
Saturday & Sunday	CLOSED	CLOSED

Pitstone	Morning	Afternoon
Monday	09:00 – 12:00	14:00 – 18:00
Tuesday	09:00 – 12:00	14:00 – 18:00
Wednesday	08:00 – 12:00	CLOSED
Thursday	09:00 – 12:00	14:00 – 18:30
Friday	09:00 – 12:00	14:00 – 17:00
Saturday & Sunday	CLOSED	CLOSED

Dispensary Opening Times

If you are a dispensing patient at one of our surgeries (typically live greater than 1 mile / 1.6km from a Pharmacy 'as-the-crow-flies' (i.e. straight line)) it is possible to collect your dispensed prescription at the respective Surgery Dispensary. Otherwise, you will be identified as a non-dispensing patient, and your prescription will be dispensed at a nominated Pharmacy (e.g. Windmill Pharmacy, Ivinghoe, etc.). Queries regarding your prescription dispensing should be addressed to the Surgery Dispensary if you are a dispensing patient otherwise your nominated Pharmacy (non-dispensing).

Edlesborough	Morning	Afternoon
Monday	09:00 – 12:00	14:00 – 17:00
Tuesday	09:00 – 12:00	14:00 – 18:00
Wednesday	09:00 – 12:00	14:00 – 18:00
Thursday	09:00 – 12:00	CLOSED
Friday	09:00 – 12:00	14:00 – 18:00
Saturday & Sunday	CLOSED	CLOSED

Pitstone	Morning	Afternoon
Monday	09:00 – 12:00	14:00 – 18:00
Tuesday	09:00 – 12:00	14:00 – 18:00
Wednesday	08:00 – 12:00	CLOSED
Thursday	09:00 – 12:00	14:00 – 18:00
Friday	09:00 – 12:00	14:00 – 17:00
Saturday & Sunday	CLOSED	CLOSED

Repeat Prescriptions Ordering

We recommend ordering Repeat Prescriptions using the NHS APP (NHS APP Webservice). Repeat Prescription requests using the NHS APP are sent to your usual GP for review / authorisation directly before dispensing.

In addition to the NHS APP, we accept Repeat Prescription requests using the prescription form supplied with your medication (the FP10 counterfoil, the white tear-off slip, on the right-hand side of the previous prescription), letter, and as a Total Triage Administration request (see Contacting the Surgery) however, as these require additional administration tasks, may take longer to dispense.

We do **NOT** support Repeat Prescription requests by eMail or Telephone.

Allow **SEVEN** working days starting the working day after you submit your repeat prescription request before chasing the dispensing of your medication with the Dispensary (dispensing patients), nominated Pharmacy (non-dispensing patients).

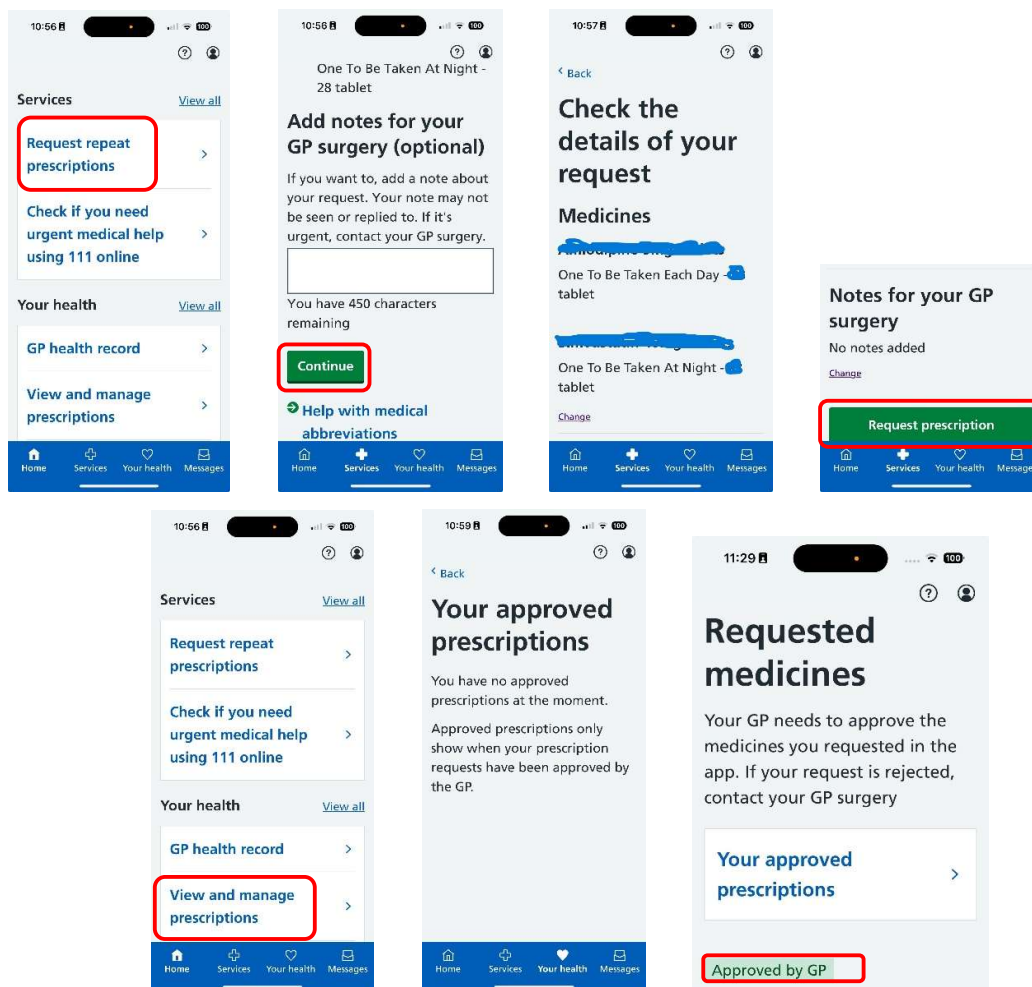
Dispensing patients should contact the Dispensary **AFTER SEVEN** (7) working days have expired if you have concerns regarding your medication dispense. Non-dispensing patients should contact their nominated Pharmacy after a similar timeframe.

Emergency Repeat Prescription Requests

Patients who have lost their repeat medication, ordered their repeat medication with insufficient lead-time for dispensing or have another reason why they need an urgent supply of medication will need to engage with the NHS111 Emergency Prescription service – see our guidance <https://www.edlesboroughsurgery.co.uk/health-information/repeat-prescriptions/> .

NHS APP Repeat Prescription – Workflow in Pictures

1. Open NHS APP
2. Select "Request Repeat prescriptions"
3. Select Repeat Medication(s) required & "Add Notes", if applicable.
4. Press "Continue"
5. Check the details of your request that it includes requested medication(s), & notes, if any
6. Press "Request Prescription"
7. Use the "View & Manage Prescriptions" option to understand the status of your Repeat Prescription Request. "Approved by GP" means that your prescription has been sent for dispensing at either your nominated Pharmacy or Surgery Dispensary depending upon whether you are a non-dispensing or dispensing patient (see earlier).



Prescription Collection Machine (Dispensing Patients)

Our Edlesborough & Pitstone sites have a dispensed prescription collection machine enabling 24 hours / day – 7 days / week (24/7) collection. Dispense collection machine is a unique feature to the local area providing patient convenience enabling them to collect their items outside of normal surgery/dispensary hours.

We have produced short videos to explain how to obtain your dispensed prescription from the machine. Please note the machines have slightly different operating instructions.

Please be aware that not all prescription items are suitable for machine collection (e.g. refrigerated items, liquids, heavy items, etc.).

Please do not insert items into the machine(s) when you collect your prescription items this will make the machine 'out-of-use' for all patients until resolved.



Edlesborough



Pitstone

Care Home

Edlesborough Surgery has opted out of the Care Home Direct Enhanced Service (DES).

When a patient becomes a permanent resident at a care home, the care home will arrange for the patients' medical records to be transferred to the surgery that is assigned to the care home. The care home assigned surgery will provide on-going care for its residents proactively.

The care home assigned surgery is funded via the Care Home Direct Enhanced Service (DES) to provide this service.

In summary, Edlesborough Surgery are unable to provide on-going care when patients become permanent residents at a care home.

You And Your General Practice (GP) Patient Charter (01-October-2025)

Please be aware the information in the "You and Your General Practice" document is subject to national review and due to be introduced 01-October-2025.

The practice are taking steps to deliver your GP care in line with the document, subject to available staffing, equipment, software and other physical, legal, contractual and safety constraints.

<https://www.england.nhs.uk/long-read/you-and-your-general-practice-english>

Contacting the Surgery

Total Triage <https://florey.accurx.com/p/K82079/>, NHS APP (NHS APP Webservice) (PREFERENCE)

Total Triage was deployed at the surgery **Monday 15-Jul-24**.

Total Triage is the single route for patients to engage with the surgery Medical and Administration resource/teams. Patients create a Total Triage Request and submit it to the surgery for review / action. Your request will be reviewed (triaged) and next steps identified (e.g. appointment, prescription, MED3, etc.) will be offered.

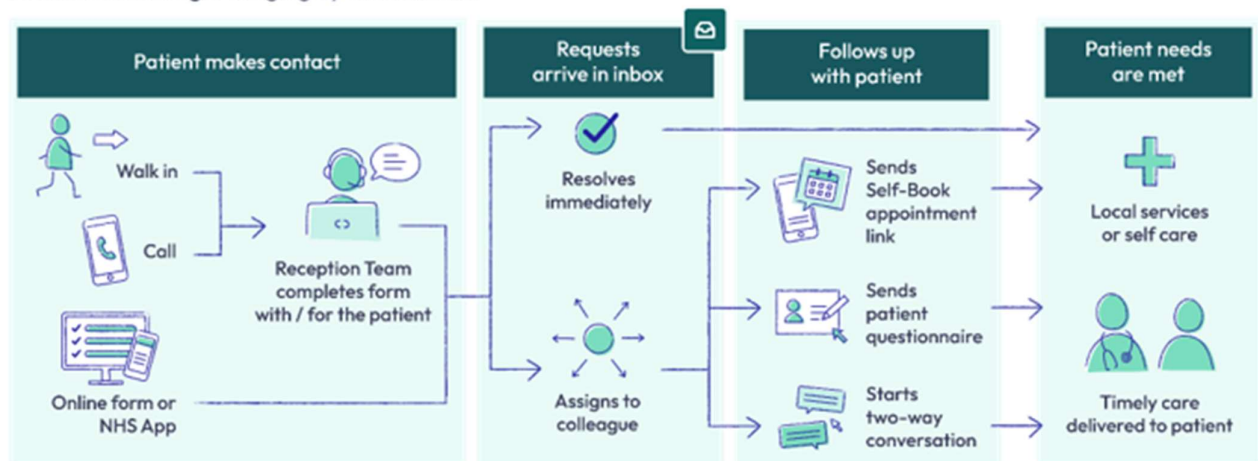
- **NOTE:** It is possible to create a Total Triage Request using the Web, NHS APP, NHS APP Webservice for **ANY** patient registered at the surgery.

Patients without access to the internet (i.e. do **NOT** have an eMail address, use WhatsApp, social media, etc.) or have disabilities preventing them completing the Total Triage Request are not disadvantaged by this process as they can continue to telephone the surgery who, in turn, will create their Total Triage Request on their behalf (if they are unable to answer the immediate query).

Paper copies of the Medical and Administration Total Triage Request forms are available at the surgery Reception for patient completion.

This process ensures equity for all patients regardless of their on-line abilities.

Accurx total triage: triaging by clinical need



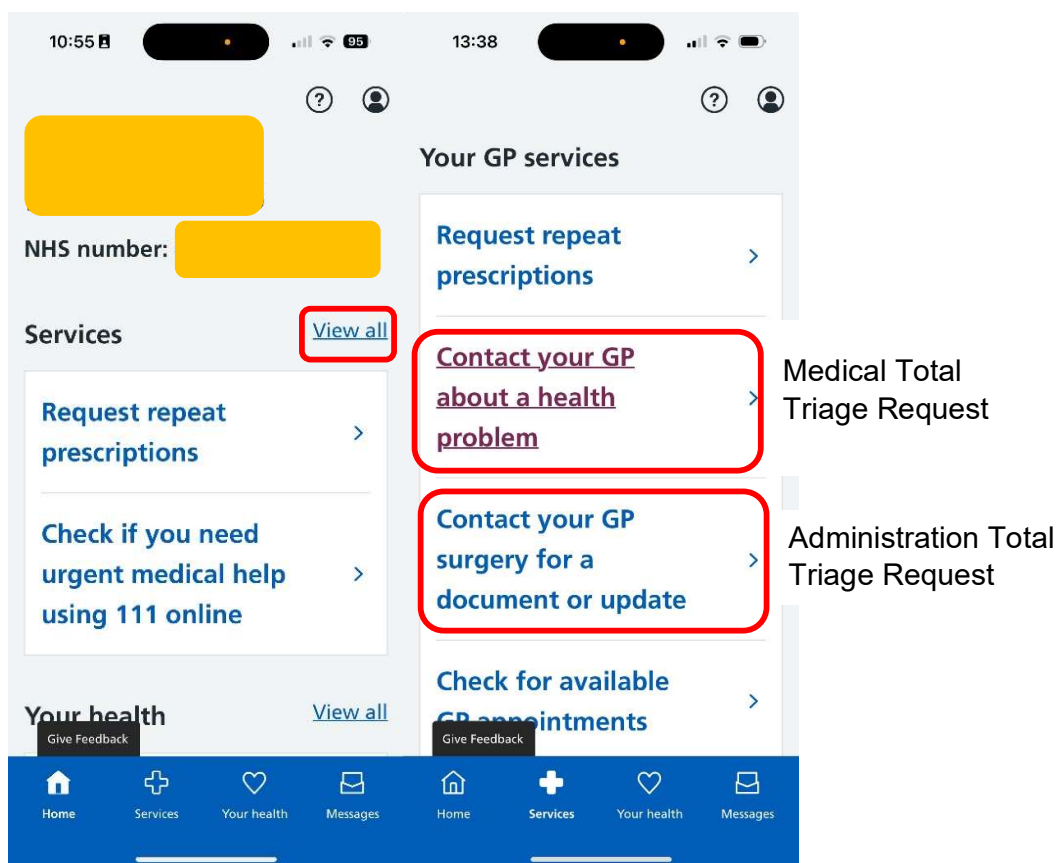
Full details including frequently asked questions can be found at <https://www.edlesboroughsurgery.co.uk/total-triage/>

Total Triage NOTES

1. Medical Requests expect a response within 2 working days (the day of submission & the next working day). Our target is a response less than 1 working day
2. Administration Requests expect a response less than 4 working days (the day of submission & the next three working days).
3. There is a daily limit on the number of Medical and Administration Requests that can be submitted.
4. Medical and Administration Requests can be submitted between **07:00 – 18:30** each working day (from 01-October-2025). The system will signpost patients to other resources when unavailable (e.g. capacity limit reached, or out-of-hours). This enables the surgery to disposition all requests before the end of the working day.
5. Do **NOT** submit a Medical Request using an Administration Request this will delay its action / resolution and likely be rejected.
6. A Total Triage Request can be created for anyone who is a patient at the surgery.
7. To ensure your Medical/Administration Request is handled quickly & efficiently please limit the content to a single topic / action (otherwise there is a risk a key information point may be overlooked).

NHS APP Total Triage Request Creation

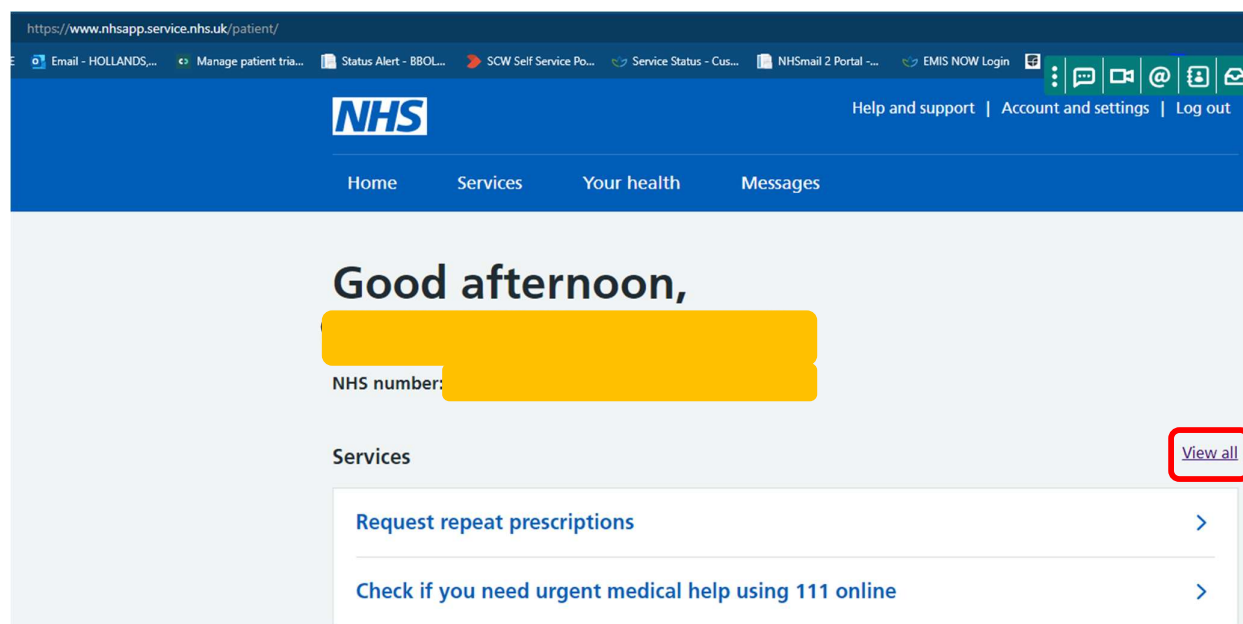
NOTE: it may be necessary to select 'View All' – see images – to expose 'Contact your GP about a health problem' [Medical issue] and 'Contact your GP surgery for a document or update' [Administration issue]



NHS APP Webservice Total Triage Request Creation

The same functionality of the NHS APP is available on the internet (web). This access can be useful when you want to access the features of the NHS APP however, it is not installed on the device being used (e.g. computer, tablet, smartphone, etc.). Navigate to www.nhsapp.service.nhs.uk and enter your NHS APP registered eMail address & password. Depending upon configuration it may be necessary to complete 2-factor authentication.

NOTE: it may be necessary to select 'View All' – see images – to expose 'Contact your GP about a health problem' [Medical issue] and 'Contact your GP surgery for a document or update' [Administration issue]



Services

Get care and support to help you stay well

Your GP services

Request repeat prescriptions



Contact your GP about a health problem



Contact your GP surgery for a document or update



Check for available GP appointments



Medical Total
Triage
Request

Administration
Total Triage
Request

Telephone: 01525 221630

- Phlebotomy (Blood Test) Appointments
 - IF a specific blood test is required (e.g. HbA1c, etc.) this will need to be requested by a Total Triage Request form. The Phlebotomist will not be able to perform additional blood tests without pre-authorisation.
- Reception / Appointment queries
 - It is not possible to book appointments using this option except Phlebotomy Appointments.
 - Appointments are assigned according to the information contained within the submitted Total Triage Request form.
- Dispensary Queries (between **09:00 – 17:00** only)
 - Your query will be answered by a member of our Reception Team if they are unable to resolve your query an Administration Total Triage request will be created and sent to the Dispensary Team for resolution.
 - We do **NOT** accept Repeat Prescription requests via the telephone (or eMail).
- Administration Queries (including Secretarial Queries) (between **10:00 – 11:00** (daily) and **14:30 – 15:30** (daily except Thursday))
- Test Results (between **17:00 – 18:00** only)
 - **IF** your test was performed at another institution (e.g. Luton & Dunstable Hospital, etc.) the requesting clinician needs to have explained the results to you before we can share them with you (clinical safety protocol).
 - The surgery is unable to provide test results where they have not been requested by the surgery.
 - Your test results are available on the NHS APP (NHS APP Webservice).

Online Access (NHS APP/NHS APP Webservice)

We strongly recommend that patients download and activate the NHS APP (<https://www.nhs.uk/nhs-app/>) or NHS APP Webservice (www.nhsapp.service.nhs.uk) they provide the same functionality.

The NHS APP has many features – see the website for full details – key benefits:

- Book & manage certain appointment types
- Repeat Prescription ordering
- View upcoming appointments
- View your GP Health Record
- View Test Results

It is possible to obtain access for other patients (e.g. child, carer, etc.) where they are unable to use the APP themselves, and they are patients at the surgery – please enquire with the Administration Team for details of how to achieve this.

NOTES:

1. Consent & Identity documentation will be required for NHS APP access.
2. NHS APP access is limited for individuals below the age of 18 years – see the NHS APP guidance for details.
3. The NHS APP Webservice can be used, however, will require different login credentials where children/carers/etc. are patients of another surgery (i.e. each patient has their own login credentials). The surgery cannot facilitate NHS APP Webservice where the patient is not a patient at the surgery.
4. If you require help / support with the NHS APP please consult the NHS APP website (<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>).
5. If you believe the information presented on the NHS APP is incorrect, please use an Administration Total Triage request and include a screenshot of the issue & your issue/concern.
6. Historical records can only be corrected where they are identified as inaccurate.

Online Access (Other Access APPs):

Access may be available using other online access APPs.

NOTE: We are unable to provide support for other Online Access APPs (please refer to their respective support portals).

Surgery Team

Management Team

Name	Role
Jane Allen	Administration Manager
Graham Hollands	Business Manager
Vicki Thorpe	Clinical Manager
Jo Shipley	Dispensary Manager
Jo Dynes	Organisational Manager

Clinical Team

Name	Role	Specialist interests
Dr Heather White	GP Partner	Minor surgery Skin lesion examination including dermoscopy Steroid injections GP Trainer
Dr Lee Mitchell	GP Partner	Minor Surgery Skin lesion examination including dermoscopy Steroid injections Nutrition and weight management Diabetes Aesthetic Medicine GP Trainer
Dr Kirsten Reimer	GP	Women's Health Contraception Menopause Steroid injections Foundation Doctor Trainer
Dr Joanna Willott	GP	
Dr Neha Pruthi	GP	
Dr Cecilia Dias	GP	Minor Surgery
Gill Hammond	Minor Illness Nurse Diabetic Nurse Specialist	Diabetes Minor Illness
Vicki Thorpe	Nurse Prescriber	Contraception Minor illness Respiratory Anticoagulation
Jayne Scott	Nurse Practitioner	Minor illness
Sue Pratt	Health Care Assistant	Phlebotomy
Lisa Spence	GP Assistant	Phlebotomy Well-person check Health and lifestyle consultations
Lizz Zammit	GP Assistant	Phlebotomy Well-person check Health and Lifestyle consultations

Primary Care Network (PCN) Roles

We have several roles that are directly funded by the PCN. The PCN Roles are summarised in the table below some of these roles are provided independent of the surgery:

Care Co-ordinators	A group of specifically trained staff members who will help with care navigation such as referrals to our Social Prescribers, Mental Health Support Workers or the local pharmacy for additional help and support. They also contact patients who are due or overdue reviews for their chronic conditions.
GP Assistants (GPA)	GP Assistants have undergone specialist training to provide a wide variety of services to our patients. This includes Health Care Assistant tasks, summarising medical records, electrocardiogram (ECG) and undertaking Lifestyle Consultations.
Mental Health Support Worker	This is a specialist worker who can support individuals who are struggling with mental health difficulties for a short period of time and signpost to appropriate specialists if required. They have an important bridging role to offer support to those waiting for mental health assessments.
Nursing Associate	Nursing Associate has undergone specialist training to provide a wide variety of Nursing tasks including smears and dressing changes.
Patient Support Service (PSS)	We are very lucky to have a large Patient Support Service available to support our Surgery. They help with care navigation for patients struggling with social problems, housing issues, loneliness etc. Patients can be referred to the Patient Support Service by our Care Co-ordinators and/or self-referral pathways.
Pharmacist	The pharmacist offers telephone appointments for Structured Medication Reviews (SMR). These are done over the telephone and the pharmacist will undertake a detailed review of a patient's medication.

NHS Services

Asthma / Chronic Obstructive Pulmonary Disease (COPD)	These are specialist checks and reviewed undertaken by our Clinical Team
Blood Pressure (BP) Checks	These can be undertaken in-house by our Health Care Assistants
Phlebotomy	Blood tests are conducted by our health care assistants
Baby Immunisations	These are undertaken regularly at the surgery and can be booked via reception
Child Immunisations	These are undertaken regularly at the surgery and can be booked via reception
Chronic Disease Management	These are carried out annually as part of patient's annual check which is done on the patient's month of birth. This can be done remotely by the Registered GP and does not necessarily require an appointment
Diabetes	Diabetic checks and medication reviews are undertaken annually for patients with our in-house Diabetic Team
Anticoagulation	We have regularly International Normalised Ratio (INR) checks and dosing at the Surgery co-ordinated by our specially trained Nurse / Nursing Associate.
Maternity Services	The Buckinghamshire Midwifery Team have a regular clinic based at Edlesborough Surgery
Women's Health / Family Planning	Long-acting forms of contraception and contraceptive advice is available with our specialist GP and nursing team
Immunisations / Vaccinations	These include annual flu and travel vaccinations. Please be aware some travel vaccines are NOT provided by the NHS (and hence, chargeable)
Minor Surgery	Undertaken by Drs White and Mitchell at the Pitstone surgery on a regular basis
Steroid Injections	Joint injections are available from specialty trained GP's at the Surgery.
Dispensary Services	We offer a dispensary service for medications for patient eligible at both sites. Depending upon the medication it may be available from our Dispensing (Prescription) Machine.

Non-NHS (Private) Services

We offer a numerous non-NHS (Private) services – please see our website for current table of costs (please note costs are based upon typical examples). Please note that our clinical staff complete private services at their discretion and can decline certain requests.

- Copying of medical records not covered under a Subject Access Request (SAR)
- Fast Track Routine Private Referrals
- Fitness to Travel, Exercise, etc.
- Fostering/Adoption Medicals
- Gun License (Grant/Renewal)
- Heavy Goods Vehicle (HGV) Medical
- Life Insurance Reports
- Passport – **NOT UNDERTAKEN**
- Pre-Employment / Driving Medicals
- Private consultations for non-NHS patients
- Private Medical Claim (e.g. BUPA, etc.)
- Private Sick Note
- Racing Driver Medical
- School Letter
- Targeted Life Insurance Reports

This list is not exhaustive please create an Administration Total Triage Request or discuss with the Administration Team.

All non-NHS (Private) work is chargeable in advance.

If necessary, please request an appointment (Total Triage Request) to discuss non-NHS work to ensure we can support your request and provide an accurate cost.

Trainees / GP Registrars / Student Nurses

We have a long history of being a training practice. We feel it is important to participate in the training and education of the next generation of doctors and nurses. We have several trainees at the Surgery at any one time.

These trainees will undertake their clinical rotations at the Surgery which will include patient consultations and management, and they will discuss their cases daily with their respective trainers who will advise on management where appropriate. This process is the same as hospital Junior Doctors who will work under their consultants. It may be the case therefore that on occasion a trainee you have seen or spoken to will advise that they need to discuss with their trainer to ensure that management they are recommending is the most suitable.

Trainees that you may encounter at the Surgery:

- Foundation Doctor - these are qualified doctors that are undertaking their foundation training before entering a specialism. This training takes a minimum of two years.
- GP Registrars - these are qualified doctors that are undertaking specialist training in General Practice which takes a minimum of three years after completing their foundation training.
- Student Nurses - these are students who are undertaking a Nursing degree.

Trainees will spend differing amounts of time with us at the Practice and have a wealth of knowledge and experience. They are supervised by the trainers at the Practice who are Doctors and Nurses who have themselves undertaking additional training to train and supervise them appropriately.

Like the hospital setting our Trainees / GP Registrars are highly skilled with many years of medical experience. We actively encourage patients who are unable to obtain an appointment with their preferred GP to see a Trainee / GP Registrar. These Trainees / GP Registrars liaise with their trainer as part of their twice daily debrief sessions about their patients' conditions.

Trainers:

- Dr H White – Trainer for Foundation Doctors and GP Registrars
- Dr L Mitchell – Trainer for Foundation Doctors and GP Registrars
- Dr K Reimer – Trainer for Foundation Doctors
- Nurse V Thorpe – Trainer for Student Nurses

Appointment Types

Acute (On-the-Day)

- IF your issue is immediate / on-the-day (Acute) appointment, you will be assigned to any of the available clinicians – **there is no choice**. You will be telephoned with your appointment time and whether it is a face-to-face or telephone appointment. Please ensure that you prioritise your healthcare you will **NOT** be offered alternative date/time however, pathway to alternative resources to help resolve your issue if you are unable to accept the time given (likely NHS111, Walkin Centre, etc.).

On-Going / Long-Term Condition

- IF your issue relates to an on-going / long-term condition, we will make every effort to ensure your appointment is with the clinician that has been dealing with that condition ensuring a continuity of care. This will, likely, be a Routine appointment.

New Issue

- IF your issue is new, you'll be assigned an appointment with a clinician with the appropriate skills to address your issue.

Routine

For Routine (non-urgent) appointments please ensure that your Total Triage Request includes, if appropriate, which GP / Nurse you would like to see for your medical issue.

NOTE: For greater appointment availability it is recommended that you do not limit which GPs/Nurses that you would like to see.

For Routine appointments you will be sent a 'self-booking' link so that you are able to select a date & time appropriate to yourself. Please be aware these 'self-booking' links expire after 7 elapsed days. It is only possible to book appointments up to **6 weeks** in the future (our appointment book is planned 6 weeks in advance) – the NHS APP suggests otherwise.

We will telephone patients with their appointment if they are unable to use the 'self-booking' service.

Appointments Help – One Appointment One Problem One Patient

Safety First

- Bringing too many problems to a consultation distracts the Clinician from dealing with your main problem, hence, may result in the Clinician rushing and may result in a serious condition being missed.

One Appointment for One Problem for One Patient

It is tempting to bring a list of unrelated problems but consider what is/can be achieved in 10 minutes.

Top Tips:

- **BEFORE** you see the Clinician (Doctor, Nurse, etc.) work out what in the main thing you are worried about
- **HIGHLIGHT** your concerns
- **THINK** about how you would describe your symptoms
- **GET TO THE POINT** do **NOT** keep important information to the end

Appointment Types Explained

We offer a wide range of appointment types at the surgery. Since the COVID pandemic, we have found that appointment types have greatly increased due to patient preference. We have provided our reception teams with a template of common and serious conditions and advised on the likely appointment type and clinical staff member that is most appropriate. Please therefore ensure that you note the advice from reception with regards suggested appointment type or other pathway when requesting an appointment. The Triaging resource will determine what type of appointment is required (e.g. face-to-face, telephone). Generally, appointments will be Telephone unless deemed clinically necessary for a face-to-face to enable maximum flexibility for the patient. IF you preference for your appointment then state it in the Triage Request.

Appointment summary:

GP Telephone (On-The-Day) - Acute	These are reserved for complex on the day emergencies that are not suitable for the minor illness nursing team. These would include both GP and GP Registrar appointments	Examples include: <ul style="list-style-type: none"> Severe mental health difficulties Severe abdominal pain Complex medical or surgical issues End of life of palliative emergencies.
GP Face to Face (On-The-Day) - Acute	These are reserved for complex on the day emergencies that are not suitable for the minor illness nursing team. These would include both GP and GP Registrar appointments. These appointments are deemed to be necessary to see face to face initially	Examples include: <ul style="list-style-type: none"> Severe unexplained abdominal pain New breast lump Complex medical or surgical issues that have been considered inappropriate to deal with remotely
Nurse (On-the-Day) - Acute	These are reserved for minor illness conditions that are an emergency for that day	Examples include: <ul style="list-style-type: none"> Chest infections Urinary infections Vomiting and diarrhoea Simple infections Symptoms relating to pain Musculoskeletal symptoms Unwell children
GP Telephone - Routine	These are reserved for routine medical problems that can be dealt with remotely over the phone and do not therefore require an examination	Examples include: <ul style="list-style-type: none"> Discussion with regards investigations or test results Discussion around mental health, chronic physical health concerns, medication reviews etc
GP Face to Face - Routine	These are reserved for routine medical problems that can need to be dealt with face-to-face as they require a physical examination	Examples includes: <ul style="list-style-type: none"> Chronic (>2weeks) joint pain, ongoing review of existing medical problem and any condition that would require a physical examination
Nurse - Routine	These are reserved for patients who require routine nursing input	Examples include: <ul style="list-style-type: none"> Dressing changes, skin wound review, suture removal, cervical smears

Chronic Disease or Specialist	These are specialist appointment types that are reserved for specific chronic disease management from specially trained clinical staff. These can be done remotely where appropriate.	Examples include: <ul style="list-style-type: none"> • Diabetes assessments / checks, asthma / COPD reviews, anticoagulation appointments for INR checks, contraception advice, insertion of contraceptive implants / coils, steroid injections.
Health Care Assistant	These are reserved for patients who require an appointment with a health care assistant.	Examples include: <ul style="list-style-type: none"> • Blood Pressure (BP) check • Weight check • Phlebotomy • Well person checks • New patient health checks

These appointments are only part of the work we perform to ensure that patients are consulted and managed appropriately.

Communication

We communicate with patients in several different ways to ensure that we are as accessible as possible – examples include:

Text Message

- The administration & clinical team may contact you to discuss your medical / administration query / issue.
- Text messaging may include web links to enable you (the patient) to submit relevant images that may help in our assessment and management of your condition. Please note no personal information is sent by the surgery in these web links. Responding these web links, you will be required to include some personal information so that we can ensure that the response is from yourself. Where necessary, the clinician may enable you to reply to a text message
- 'self-booking' links, referrals, documents, etc.
- Links expire in 7 elapsed days hence, important to ensure any information is completed & submitted within that timeframe.

NHS APP (NHS APP Webservice)

- The NHS APP is a key component of the Total Triage process messages; links will be sent to it. If the messages / links are not viewed within a set period of time (or Notifications disabled) a Text/eMail message will be sent.
- Links expire in 7 elapsed days hence, important to ensure any information is completed & submitted within that timeframe.

Email (Triage System)

- The Total Triage system can send information via eMail. To access the information, it will be necessary to enter some personal information (like Text Messaging). Where necessary, the message sender may enable you to reply to an eMail.
- 'self-booking' links, referrals, documents, etc.
- Links expire in 7 elapsed days hence, important to ensure any information is completed & submitted within that timeframe.
- **NOTE:** The surgery does **NOT** accept patient requests via eMail.

Medical Questionnaire

- Clinicians can send patients questionnaires about relevant aspects of their health via text message (and eMail) to ensure that your chronic condition or regular medication is still appropriate. These questionnaires enable the surgery to perform reviews (e.g. medication, health, etc.) without the need to make an appointment.
- Links expire in 7 elapsed days hence, important to ensure any information is completed & submitted within that timeframe.

Telephone

- The team may contact you to discuss your medical query / issue.
- The team will contact you to inform you of when your On-the-Day (Acute) appointment is (time).

For patients that are unable to access these means of communication we review their circumstances/communication needs and implement a mitigation solution to ensure that they are not disadvantaged. These communication methods ensure healthcare is accessible as possible whilst also ensuring that patients are managed safely and effectively.

Communication Fraud Prevention

For the avoidance of doubt and fraud prevention communications from the surgery will be:

- Text Message “DrsPractice”
- eMail no-reply accurxnn@nhs.net where nn is a number e.g. 06
- Telephone calls will be identified as 01525-220333, 01525-221630, 01525-223211, or 01525-654142

In all cases you will be asked for 1 (one) piece only of your personal information.

If you are contacted by services that are different from the above report them to [Action Fraud](#).

Feedback

We actively encourage feedback regarding our services & performance.

Most appointment types will result in a post appointment survey being sent by text message.

Please consider joining our Patient Participation Group (PPG) to help drive the development of the Surgery & its services.

Complaints

If you have a complaint please complete our complaints form on the website (<https://www.edlesboroughsurgery.co.uk/practice-information/complaints-form/>) (hardcopy forms are available from the Reception Team).

Disclaimer

This document was accurate at the time of publication – see “Revision”.

Some sections of this document describe a future state (specifically the NHS Guidance “You & Your General Practice, & Surgery Opening Times, etc.).

Wherever possible & practical the latest information is available on our website / social media – see: “Further Information / Resources”

ONE DRIVE DOCUMENT – FOR SURGERY INFORMATION ONLY

This document is stored on the clinical cloud network surgery staff should ensure that they are working to the latest version by bookmarking the document. **IF** surgery staff identify there is a difference between the clinical cloud network version of the document (or an update is required) and the patient facing version inform the Business Manager.

Further Information / Resources / QR Codes

These QR codes contain the web addresses detailed in the text hence, no requirement to print the document they can be directly scanned from the monitor.

Website: <https://www.edlesboroughsurgery.co.uk/>



Facebook: <https://www.facebook.com/profile.php?id=100062131155865>



Triage Form: <https://florey accurx.com/p/K82079>



- PC, Mac, Webpage (e.g. Chrome, Edge, etc.) Smartphone, Tablet, etc.
- **NOTE:** NHS APP / NHS Webservice not required to access the form

NHS APP <https://www.nhs.uk/nhs-app/>



- Smartphone, Tablet

NHS Webservice/NHS Account <https://www.nhs.uk/nhs-app/account/>



- NHS APP Webservice / NHS Account
- PC, MAC, Webpage (e.g. Chrome, Edge, etc.) Smartphone, Tablet, etc.

(Total) Triage: Further Information & Frequently Asked Questions

<https://www.edlesboroughsurgery.co.uk/total-triage/>



You And Your General Practice (GP) Patient Charter

<https://www.england.nhs.uk/long-read/you-and-your-general-practice-english>



Revision v12 2025-09

V12 GH 23-Sept-25 GP Contract Changes 01-Oct-25, Formatting Changes

V11 GH 25-Feb-25 Fraud updates, NHS APP updates