

## TOTAL TRIAGE digital system launches at The Bromley Common Practice

We are writing to share some exciting news about a significant change to The Bromley Common Practice appointment system that we believe will improve how our services are delivered to you, our patients. Demand for appointments has increased hugely in recent years and we, like other Bromley surgeries must address the issue of capacity, to maintain patient satisfaction and safety whilst aiming to give everyone fair and equal access to care.

*Therefore, from Thursday 29<sup>th</sup> May 2025 - we are moving to Total Triage System*

**Total Triage**, recommended by NHS England to improve access to Primary Care services is a new approach of quickly assessing patients' needs to decide which patients are the most seriously ill and must be treated first.

### How does this New System Benefit the Patient?

We understand that change can sometimes be difficult, but we are confident that Total Triage will bring many benefits to you, our patients – such as:

- **Addressing Clinical Need** – Patients will be seen based on their clinical need and not who contacted the surgery first.
- **Appropriate Clinician** – Patients get to see the most appropriate clinician to help them in a timely way, reducing wait times
- **There is no queue** – No need to call at 8 am or call back the next day
- **Help others** – Digital access will mean phone lines are less busy so those without a smartphone or computer are able to contact the surgery easier by phone.

### So how does Total Triage work?

The new way to obtain a GP appointment will be to complete an online request, with as much information as possible so that it can be triaged appropriately. Only submit one medical issue per triage form. The request will be reviewed by a GP in the first instance, and you will hear back from the surgery within 2 working days with the outcome of your request.

If you are housebound and think you may need a home visit, please telephone the surgery before 11am, Monday to Friday.

### Access to the online form can be found via:

1. The link in your NHS App in the Services section. Select '**Contact your GP about a health problem**'. After confirming your request is not an emergency complete the '**Medical request**' for and select '**Submit Request**'. OR

2. Our website homepage <https://www.thebromleycommonpractice.co.uk> 'Contact us Online', click on 'Submit a Request', select 'I want help with a medical issue'. OR

3. If you are unable to submit your query online our Receptionists' can submit it on your behalf by either telephone or face to face at the Surgery. Additional support is available for patients unable to use online resources.

You will receive a response sometime within 2 working days either by text, phone or email. **Please ensure the surgery has your latest contact details.**

Once received at the surgery one of our experienced GPs will triage each request to decide which member of our healthcare team is best placed to help, the most suitable time frame for an appointment and, whether this is best to be via telephone or in person at the practice or one of our PCN hubs.

When needed, we may ask a few questions to help us prioritise those patients who need more urgent care. The Duty Doctor will be available to see patients for any urgent 'same day' problems that have been triaged.

The system is also available for Admin requests between 7.30 – 1830, Mon-Fri. These requests will be dealt with by a team member who will respond within 5 working days.

As well as offering appointments, following assessment, you may be asked to use the Pharmacy First Scheme. Pharmacists can now assess many common conditions and, prescribe antibiotics if necessary. Learn more at: <https://patient.info/news-and-features/pharmacy-first-getting-the-most-from-your-pharmacist#what-is-pharmacy-first>

**We are here to help.** As we roll out these changes our Receptionists will be here to guide and support patients and their families/carers every step of the way until they become comfortable with the process over time.

**Remember** – get repeat prescriptions and messages via the NHS app. **Download it now** to your smartphone/tablet at <https://www.nhs.uk/nhs-app/>