

## Important Appointment Update

### Introducing Our Improved Appointment System for Better Care

Dear Patient,

We are excited to introduce a new approach to managing appointments and ensuring that you receive the best possible care with the appropriate clinician. **This will be in place from Tuesday 2<sup>nd</sup> April.**

### Introducing the Improved Goldsworth Medical Practice Triage System

As our practice continues to grow and the demand for primary care appointments increases, we are committed to finding innovative ways to provide you with the care you need, when you need it. That is why we have developed the Goldsworth Medical Practice Triage System.

### How It Works

Our Triage System is designed to make sure that the patients who need it most receive prompt medical attention, while also helping us guide you towards the most appropriate solution for you, which may be other available healthcare services.

Here is how it works:

- **Online Patient Communication Platform:** Our new website will help you communicate with us more efficiently and conveniently. The new online forms are generated by the system we have been using since 2018 to text you, so please be reassured it is tried and tested.
- **Experienced Healthcare Professionals:** Our team of experienced GPs working as part of our dedicated triage team will assess your clinical needs. They will prioritise appointments using their expert knowledge and skills.
- **Personalised Care:** This system ensures that you will receive care tailored to your specific needs. Whether it is a pressing medical concern or a routine check-up, we are here to provide the appropriate care and guidance. You may be referred to a community pharmacist or sent a self-booking link to arrange your own GP appointment at a time that is convenient to you.

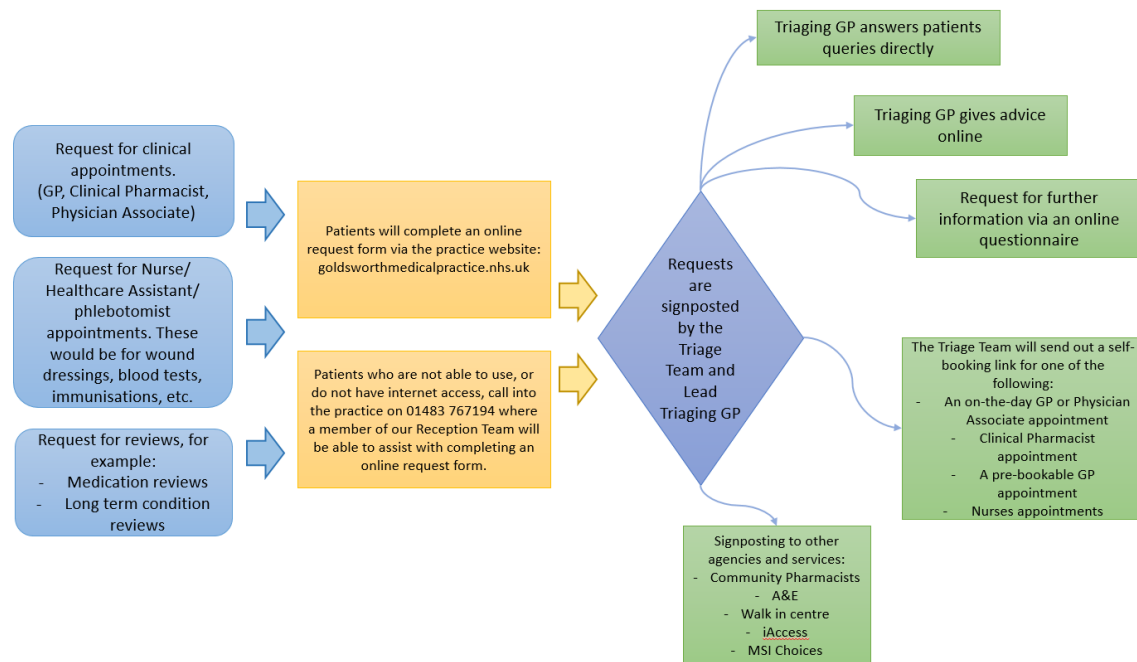
### What This Means for You

We understand that your time is valuable, and we want to ensure that you receive the care you need without unnecessary delays. The Goldsworth Medical Practice Triage System is designed to:

- Reduce wait times for appointments
- Prioritise urgent care
- Guide you towards the most suitable healthcare services

Our online medical request forms, which allow you to request appointments & provide details regarding your health concerns, will be open Monday to Friday 8am- 4pm. You will receive a response to your request within 48 hours. If you require an urgent appointment after 4pm, please call the surgery on 01483 767194 where a member of our team will be able to assist you. We ask you to put as much information as you can when answering the questions on the online request form, so the GP who is triaging your request can respond to you appropriately and promptly.

Please see below flow chart of how your request will move through our triage system:



## Stay Connected

To take full advantage of our improved system, please make sure you are registered and using the NHS app. This will link in with our website and online request platform, meaning you will not have to manually complete your details; you can just log in to your NHS app account.

We are committed to providing you with the highest quality of care, and we believe that the Goldsworth Medical Practice Triage System will improve your experience with us.

If you have any questions or feedback, please email [goldsworthmedicalpractice@nhs.net](mailto:goldsworthmedicalpractice@nhs.net).

## Frequently Asked Questions (FAQs)

### What is Patient Triage?

Patient Triage uses a quick, simple online form, which patients complete when they wish to contact the surgery. For medical issues it contains three questions and an additional two optional questions that should only take a few minutes to fill in. Whether you visit in person or contact us by phone, **our reception team will no longer be directly booking your appointment.**

### What if I do not have access to the internet or struggle to complete forms?

Our practice phone lines will remain open for anyone with accessibility needs who might find it difficult to complete this form and a member of our reception team will complete it with you.

### What if English is not my main spoken language?

In the same way that clinicians frequently use an official translation service on the phone, the reception team will also be able to access this service if the patient they are speaking to is on the phone or in person in the surgery.

### Will I get an appointment quicker if I speak to reception instead?

Our reception team will no longer be making GP appointments with patients directly. All requests will be passed through the triaging GPs, so if you are able to complete the online form yourself, this will

be most efficient way to request an appointment and, keep the phone lines clear for those that do not have internet access.

**What happens after I submit a query for a medical issue to the practice?**

Medical queries will be submitted to our GP-led triage team. A member of the team will respond to you within 2 working days. **Conditions that need to be assessed on the same day will be prioritised.** The triage team may send you a request for further information in the form of a short questionnaire specific to your issue.

**What happens if I need an urgent appointment?**

We will continue to have a duty doctor every day to deal with emergencies. Conditions that require a same day assessment will be booked in on that day or directed to an appropriate service. You will either receive a self-booking link for an urgent same day appointment or a member of our Patient Support team will contact you directly to arrange an appointment after your form has been triaged by a GP.

**What if I have more than one medical issue that I need help with?**

Please only submit one medical issue per appointment request form, so that you can add sufficient detail for each problem, which will allow our GPs to appropriately deal with your request.

**How do I submit an admin query?**

There is an option to submit an admin query on the online form for general administrative issues such as requesting a letter from a doctor and fit notes. A member of the reception team will respond to you within 2 working days.

**Will the patient still have a choice of which clinician they see?**

There is an option to specify which clinician you would like to see. We will try to meet this request and when using our self-booking link you will be able to select a specific GP availability permitting.

**What is self-book?**

Our team may send you a text message, containing a self-booking link, inviting you to book your own appointment online. Please be advised these links stay live until you book the appointment for up to 7 days.

Best regards,  
Goldsworth Medical Practice.