**Our New Patient Triage System FAQ**

From the 5th of August 2024 (05/08/2024) our surgery will be going live with our new online patient triage system. This system will function similarly to our e consult system and will allow you to submit medical and admin requests. We have put together this list of Frequently Asked Questions to help explain more about the system and some changes at the surgery.

**When will this system go live?**

On the 5th of August 2024 in the morning this system will be going live on our website for any of our patients to use. It will be open between 8am – 17.00pm - Monday to Friday

between 17.00pm and 18.00pm you can still call the practice if you have a request.

**Will this affect the current phone system?**

Our phone system will be running as normal for all enquiries. Just to confirm our phones will not be turned off at any point during the working week.

**Will this affect prescriptions?**

You will still be able to submit repeat prescriptions through the NHS app or put a physical copy into our prescription drop off box. You can also request prescriptions using the new system under admin request.

**Is this replacing the e-consult system?**

Yes – this is a new and upgraded system that lets us answer your queries more efficiently.

**Will I still be able to call the surgery for medical and admin queries?**

Yes – we can confirm that our telephone lines will be up and running as normal. If you can't use the triage system for any reason one of our reception team will be happy to help you over the phone as normal.

**Who will be dealing with my requests?**

Medical requests will be dealt with by a member of our clinical team e.g. a GP or Pharmacist, and admin requests will be dealt with by our admin and secretarial teams.

**How does this new system work?**

This system works in a similar way to our e-consult system. You simply visit our website, on the home page click on the section that says, 'Contact us Online' and follow the instructions. This may ask for personal and medical details. IF you struggle with this process at any time, feel free to call the surgery, one of our reception team will be happy to help.

**What happens after I have submitted a query?**

Your query with be triaged by the appropriate member of staff. We will contact you with next steps depending on your query. For example for a medical request we may ask you to come in for an appointment.

**Should I submit urgent medical requests?**

For any medical request which includes any of the below please call 999 or go to A&E, for anything else you can submit a request.

* **signs of a heart attack** (chest pain, pressure, heaviness, tightness or squeezing across the chest)
* **signs of a stroke** (face dropping on one side, cannot hold both arms up, difficulty speaking)
* **sudden confusion or delirium** (unsure of own name or age)
* **suicide attempt** (by taking something or self-harming)
* **severe difficulty breathing** (not being able to get words out, choking or gasping)
* **a serious accident, or severe injuries burns or scalds**
* **heavy bleeding** (spraying, pouring or enough to make a puddle)
* **severe injuries** (after a serious accident or assault)
* **a seizure or fit** (shaking, jerking, or unconscious & can’t be woken up)
* **sudden, rapid swelling** (of the lips, mouth, throat or tongue)