**Frequently Asked Questions**

**Why has Lime Tree Surgery decided to change to this system?**

Since the pandemic, primary care has faced an unprecedented level of patient demand and need for ongoing care. Whilst we have worked very hard and increased our staffing levels with a multi-disciplinary team, it is more important than ever that the right problem is dealt with by the right person. This is to ensure we can provide our patients with the safest and most efficient service.

We hope that by making better use of appointments we will be able to increase capacity and reduce waiting times. We are making these changes in response to patient feedback regarding Access to appointments.

We also hope that it will be easier for vulnerable patients who really need to get through on the phone.

Experience from other practices already using a total triage system has shown that overall patient satisfaction is generally greatly improved.

**How Does This Benefit You?**

We understand that change can be difficult, but we believe that this new approach will ensure that patients’ needs are met safely and efficiently. We are committed to delivering a robust service to our patients, and we believe that this new strategy will help us achieve this goal.

* **Improved Access to Care**: Total Triage has been shown to reduce waiting times and it enables us to attend to your medical needs more promptly. By using remote consultations, where appropriate, we can free up face to face appointments for those patients that need them.
* **Convenience**: Using digital communication will mean that you can engage with us from the comfort of your home or workplace. No more having to travel to the practice and possible long waits for simple enquiries or prescription renewals.
* **Enhanced Patient Experience**: We are committed to providing you with the best possible care at Lime Tree Surgery. Total Triage improves communication and ensures that you see the person best able to help you, in a timely way.
* **Embracing Innovation**: As healthcare technology advances, we are committed to staying at the forefront of these innovations. Total Triage will enable us to adapt and evolve with the changing healthcare landscape and ensure that you benefit from the latest advances in medical care.

**What if my problem is urgent?**

You should still submit an online form. Please do so as early as possible on the day to ensure your problem can be dealt with by our duty team.

**Can I request a prescription using the online form?**

Yes, though for simple repeat prescriptions please use the usual prescription email [nelondonicb.LTSmedicationrequests@nhs.net](mailto:nelondonicb.LTSmedicationrequests@nhs.net), your NHS app or your nominated Pharmacy.

**What if I don’t have access to the internet?**

You are also welcome to use our Wi-Fi with your own device in surgery.

**What if a patient does not speak English?**

We understand that it can be difficult for non-English speaking patients to access care, and we have no wish to make this harder. If possible, please ask a friend or family member to complete the form, or consider using an online translation tool such as google translate. If these options are not possible our patient support team will assist you with an interpreter if necessary.

**What if a patient is housebound, elderly, or not able to use online systems?**

We will work hard to recognise vulnerable patients who cannot be expected to use the online form (though we would still encourage family members and carers to use the form on the patient’s behalf as it is a very useful way of communicating with the surgery). These patients will still be able to speak to our patient support advisory team who will complete a form on their behalf.

**Conclusion**

We hope that this information has been helpful and informative. Our new appointment system, Total Triage, will ensure that those who most need an appointment are able to get one. Our Online Consult system is quick, accessible, and easy to use, and it allows us to provide you with the best possible care. If you have any questions or concerns, please do not hesitate to contact us. Thank you for choosing Lime Tree Surgery.

