**TOTAL TRIAGE**

**Patient Information Leaflet**

From Monday 9th October 2023 we are asking all our patients to use an online form to contact the surgery. This will apply to anything you would normally call the surgery about; to book a routine or urgent appointment, request a prescription, to let us know about changes to your treatment or medication, to follow up results and all other administrative and clinical queries.

Whilst our phone lines will still be open, the aim is to improve the patient experience of calling through to the surgery and cutting wait times. Patient feedback and the National Survey data has highlighted that patients are frustrated with the telephone wait time when contacting their GP practices. If you do call the surgery we will politely request you complete an online form. If your personal circumstances mean that it is impossible for you to complete the online form, and you are unable to get help from someone you know to complete the form on your behalf, then our patient support advisory team will be happy to assist you with completing this.

The form is brief, and will ask you the following questions:

What your query is about

What action you would like

Your preference for who or when you would like to deal with your problem.

You will be invited to submit photos if relevant. This will help our triage team to provide you with the highest quality advice and care. **Please do not include any INTIMATE photos.**

You will be able to submit a form between 7am – 4pm Monday, Tuesday, Wednesday & Friday and 7am – 11am on a Thursday.

All forms will be screened on the same day.

You can watch a video about how to submit your form here: <https://help.klinikhealthcaresolutions.com/knowledge/video-patient-guide>

**What happens after my form is submitted?**

Administrative tasks will be dealt with by our patient support advisory team in the usual way.

Clinical queries are screened by the doctor and categorised according to urgency of need (red, amber, green). We have appointments available within different time frames, including on the same day. Our patient support advisory team will contact you to arrange an appointment with an appropriate member of our clinical team.

We may organise some investigations for you while you are waiting to be seen.

It may be possible to deal with your problem directly without the need to see a clinician. Alternatively, you may receive advice about self-care options and other local services that can assist you with your request.

While we strive to accommodate your preferences, this may not always be possible (due to capacity limitations). We will ensure you see the most appropriate clinician at the first point of contact. If you have requested a specific clinician and we are able to accommodate this we will text you the time and date for an appointment. Please reply to this text if the appointment is not suitable, however we cannot guarantee you another appointment with the same clinician.

**Link to submit Online Klinik form**

<https://access.klinik.co.uk/contact/lime-tree-surgery>