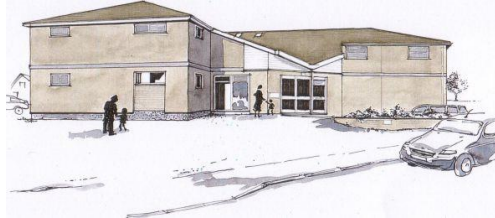


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TOTAL TRIAGE

What is Total Triage?

Total Triage is a system designed to ensure that every patient gets the right care, at the right time, by the right healthcare professional. It means that rather than booking appointments directly, you will first be assessed (or triaged) to determine the most appropriate next steps for your care. This assessment can happen however you contact us, through an online form, over the phone or at the front desk. Regardless of how you contact us all patients will be triaged the same way.

Why are we moving to Total Triage?

Improved access to care – this system allows us to more efficiently manage our appointments, ensuring that those who need urgent care receive it promptly. It also helps in identifying the most appropriate healthcare professional for your needs, which may not always be a GP or even in the surgery.

Better use of resources – by allocating our resources more effectively, we can offer more timely and specialised care, reduce waiting times and improve health outcomes.

Flexibility for patients – we understand that our patients have diverse needs and lifestyles. Total Triage offers various ways to get in touch with us at different times during the working week, catering for different preferences and ensuring accessibility for all.

Equity of access – currently it is difficult to ensure that appointments are distributed fairly, and this leads to long phone queues early in the day.

Enhanced patient safety – in the wake of the global health challenges we've faced, ensuring the safety of our patients and staff is paramount. Total Triage helps us minimise unnecessary physical contact and reduces the risk of infection whilst ensuring those that need a face-to-face appointment will get one.

How does it work?

Contact us – when you have a health concern or an administrative query you simply go to our website and complete an online form via our new portal, SystemConnect. If you don't have access to the internet or are unable to complete an online form, you can telephone the surgery, and our reception team will be able to complete the form on your behalf. If you attend the surgery in person we can also guide you through completion of the online form.

Equity of access – no matter which route you chose to contact us, once any online form is completed and any additional information provided it will go straight onto a triage list. Any medical requests will be triaged by a GP or senior clinician and any administrative requests will be processed by our Admin Team. Receptionists will no longer be able to book appointments without the request having been triaged by a clinician.

Initial Assessment (Triage) – your needs will be assessed by a healthcare professional that day to ensure they are dealt with in a timely manner.

Guidance on next steps – depending on the outcome of the triage, you will be advised on the next steps. This could include advice on self-care, a prescription sent directly to your preferred pharmacy, a face-to-face or telephone appointment with a clinician, a referral to a pharmacist or signposting to a more appropriate service. You will be informed of this by text or telephone call.

How does this benefit you?

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 online options means you don't have to wait in queues on the phone or at reception, freeing phone lines up for those without online access, safe in the knowledge that everyone will be treated equally.

Enhanced patient experience – we are committed to providing you with the best possible care. Total Triage improves communication and ensures that you see the person best able to help you, in a timely way.

Timeliness – you will be seen in the order of priority so you can be confident that you are receiving care in the most appropriate time frame.

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 do you need to do?

Stay informed – keep an eye on our website for updates on the new system.

Be open to new methods – whether it's a video consultation or completing an online form, these new tools are here to make access to care easier and safer for you.

Feedback – your feedback is invaluable. As we transition to this new system we want to hear about your experiences and how we can improve.

Frequently asked Questions

What if I just want to book something routine with a Nurse like a smear or a blood test?

Our Nursing Team appointments will be unchanged and can still be booked by telephoning the surgery or attending reception.

What if I have been asked to make a follow-up appointment with my doctor?

Requests like this will be dealt with in the same way as any other request. When completing the online form choose 'existing condition' and complete stating that you have been asked by the GP to make a follow-up appointment. These requests will then be triaged, and you will receive a call from reception who will make the necessary follow-up appointment for you.

Why can I not just call in for an appointment?

You can – Total Triage will be used the same way regardless of how you contact us. We would encourage you to complete the form online via our website, but we can also support you with completing the form if you telephone the surgery or attend in person. The important thing is that there will be no queue jumping; however, you contact us your information will be put into one list and triaged by a GP or senior clinician based on your needs. This system makes it easier to access an appointment for patients who cannot call us at 8am.

Can I reply to the text message with questions or to give more information?

We allow text replying for certain types of text messages, such as when we request a photo for example. As a rule, you will not be able to reply to text messages unless the text contains a specific link for you to do so.

What if I am not available when a telephone call is scheduled?

When you are booked in for a same day telephone call it is usually considered 'urgent' and we would expect you to be available to take the call; if you ask us not to call at a specific time we will try and take your preference into account. If we have arranged a routine telephone call for you with a clinician, you will be given a date and whether the call will take place in the morning or afternoon; we are unable to be more specific than this for telephone consultations.

What if I can't access online services?

You don't need to be registered for online services to access the SystemConnect portal to submit an online request form. If you go to the home page of our website www.roboroughsurgery.org.uk you will find a simple SystemConnect box to click on, no login is required.

Can I use the online triage system for children or on behalf of a family member?

Yes, the online request forms can be completed by a parent or on behalf of a family member if they are unable to complete this themselves. During the submission process you will be asked to confirm you are completing the form on behalf of the patient and to give your contact details.

What if I need a physical examination and want to be seen face-to-face?

We will collect as much information from your online form as possible and gather any further information (e.g. photographs); the GP or senior clinician will review your request and decide whether to book you in for a face-to-face appointment or a telephone consultation. We recognise that currently many patients have a telephone consultation and are then also brought in for a face-to-face review which uses two appointments rather than one. Part of this new system is to cut down on this happening and get the right appointment type first time.

What is considered urgent?

If something is 'urgent' it means that you might need immediate clinical intervention for your symptoms. Urgent appointments are usually booked for the same day that you tell us about your symptoms, but they might be a day or two after. Your medical request will be triaged by a GP or senior clinician who will decide if your symptoms need urgent assessment, sometimes this might mean we need to get your medication changed quickly, or you may need to be referred on to another service as soon as possible.

How soon will I receive a response to my online medical request?

We would expect to respond to you within 24 hours but in many cases within a few hours and mostly the same day. The response time will depend upon the urgency the triage clinician has decided. We will encourage patients to use the online service as this is the easiest and quickest way for patients and will free up telephone lines for those who are unable to access the online triage system.

It sounds a little confusing

Initially this system may be a little different for our patients but we are confident that it will improve access for all our patients and mean we are seeing patients in a fairer and quicker way. The new process will mean the online access via our website will be open much longer which will mean the telephone queue will be much shorter.