



# TOTAL TRIAGE EXPLAINED

Because of the high levels of demand being placed on all GP practices nationally and at Neetside Surgery, from Monday 7th October we will be using an appointment system called to TOTAL TRIAGE.

Booking routine Nurse, Healthcare Assistant and Phlebotomy appointments will not be changing.

**How Does Total Triage Work?** You can go straight to our practice website homepage where you will find the link to '**Contact Us Online**'. Fill out the form with as much information as you can. This helps the clinician to assess your need. It is an online form that we have been using for many years and has not changed.

If you are unable to access the internet, we can complete this form for you over the 'phone. Our admin team will take you through the questions to complete it.

**Assessment:** A clinician will review your information and decide the best course of action. This could be a same-day appointment, a routine appointment, medication or advice on self-care.

**Appropriate Care:** Based on the assessment, you may be directed to see a GP, a practice nurse, or another healthcare professional. In some cases, you may be advised to visit a pharmacist or another service. We will contact you to let you know the outcome of your request, and if or when an appointment has been made.

## WHAT ARE THE BENEFITS?

- Ensures that urgent cases are seen promptly and routine cases are managed appropriately.
- Helps reduce waiting times and ensures that you receive the right care at the right time.
- Provides a more streamlined and effective way of managing appointments and care.
- Minimises the 8.30am & 2pm pressure points for appointments each day that leaves everyone frustrated!

**We know this is a very different way of working. We hope you will work with us as we implement the changes so we can continue to provide high quality healthcare to our Neetside patients. Thank you for your understanding and co-operation.**

**From 7th OCTOBER 2024**