



Subject: Important Update: New Appointment System

Dear Patient,

We hope this message finds you well.

In recent months, we have seen a significant increase in the demand for appointments, and it continues to be greater than the number of appointments we are able to offer daily. To better manage this demand and ensure fair and equal access to our services, we are introducing a new system called "total triage."

Starting from Tuesday, 24th September 2024, all patients requiring an appointment will need to contact the surgery through our website, the NHS App, or NHS.uk to complete a simple online form. If you do not have access to a computer or smartphone, please come into the practice or call us, and a member of our staff will help you fill out the form on your behalf. The form will be available from 8 am, and our doors open at 8:15 am, so completing the form as early as possible will help ensure your request is received and handled promptly. Our phone system will also be able to send you a text message with a link to the form for you to complete and submit.

We have a range of appointments available with various healthcare professionals, including GPs, nurses, physiotherapists, nursing associates, paramedics, and clinical pharmacists, to name a few. Through the total triage system, all patient requests will be reviewed and triaged by a doctor, ensuring that those who need an appointment with a GP will get one. Our data shows that around 33% of requests require a doctor, while the remaining can be appropriately managed by other healthcare staff or are administrative needs. We will also be offering appointments within our Enhanced Access service at Medici Medical Centre and Gardenia Surgery, along with appts at the Primary Care Network at our Marsh Farm site. Finally, you may be given an appt at a local pharmacy through the pharmacy first scheme. Here you will be seen by a prescribing pharmacist that has been trained to deal with common minor illnesses.

This new system aims to provide more streamlined access to the right care, reduce waiting times, and avoid the need for queues. It will help us allocate our resources more effectively, ensuring that patients are seen quickly and managed appropriately by the right clinician, which will not always be a GP. Our GP's will then have more time to deal with more complex issues and offer longer appointments.

We understand that this change may take some getting used to, and we appreciate your patience and support as we implement this new process. We believe it will significantly improve the experience for all our patients. We will be seeking your feedback after the first month to ensure that the system is working well and to hear any suggestions you may have for improvement. Thank you for your understanding and cooperation as we make these important changes to better serve you.

Kind regards,

Dr. Barhey, Dr. Harris, Dr. Rahman, Dr. Owusu, Dr. Sarkar, Dr. Mojlish, and Dr. Ahmed
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