



Bridge Surgery Newsletter

Welcome to Bridge Surgery's Newsletter!

In this issue, we will be discussing some fundamental changes to how you book an appointment with us. Our aim is to make the booking process more efficient and accessible for all our patients. We believe these changes will enhance your experience with us and ensure you receive the care you need in a timely manner.

What is Total Triage?

Total triage is a General Practice workflow where every patient contacting a practice first provides some information on the reasons for contact and is triaged before making an appointment.

All patient requests will be triaged by one of our experienced GPs who will decide what the best course of action is. Where necessary, we might ask you to answer a few additional questions to help our doctor prioritise those patients who need more urgent care.

You could be given a face to face or telephone appointment; you could have a reply from the GP with self-care advice or you could be signposted to a more appropriate service.

We will have three types of appointments:

- Same day – (A member of staff will contact you to book the appointment)
- Within 7 days – for patients that need to see or speak to a healthcare professional soon, but not urgently (You will receive a phone call or a self-book link to book your appointment)
- More than 7 days – for routine appointments (You will receive a phone call or a self-book link to book your appointment)

The main purpose of the Total Triage model is to:

- enhance the quality of care our patients receive
- ensure they are given the most appropriate appointment or advice to meet their needs
- communicate with patients in a timely way

How does it work?

All patients need to submit their request via the surgery's website by filling the 'submit a new request' form.

Ideally, we encourage patients to submit their own requests through our online form. (Our team will send a link to the form to you as our patients to fill out the form if you phone up or come to the front desk. However, we understand that this may not be possible for everyone. If you are unable to use or access the online form, there are a few options available:



- **Assistance from Others:** You can have someone fill out the form on your behalf.
- **Contact the Surgery:** You can contact the surgery in the usual way, and we will either send you the link directly straight to your phone or complete the request for you. Your request will then be added to the triage list to be reviewed by the GP.

Please note if you do turn up at the surgery you will still be expected to fill out the online triage form one off our team will send you the link to do this, this is to ensure everyone is treated fairly.

After the GP reviews your request, you will either receive a call to be offered a same day appointment, receive a self-book link or you might receive a message with advice from the GP.

Please note that in order for the GP to triage your request in a timely manner it is very important to provide detailed and accurate information about your symptoms.

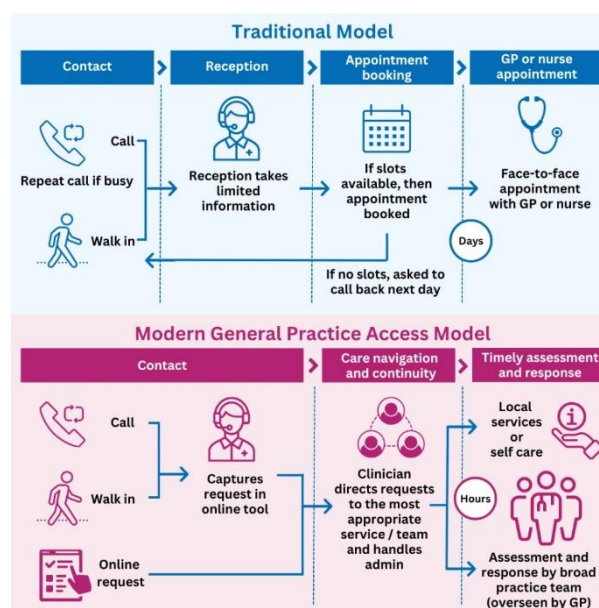
For example, if a patient has a cough, it would be much easier for the GP to triage the request with the following information: 'I had a cough for 10 days. I have already used over the counter medicine, but it is not helping and in the last couple of days my cough has been worsening, and it feels more chesty. I also have a high temperature.'

If the information given is less detailed, such as 'I had a cough for 10 days', it makes it harder for the GP to triage and we will need more information.

The Total Triage service will be open Monday to Friday. During the weekend or bank holidays please continue to use the 111 service or call 999 for life threatening emergencies.

Please note that at times we may temporarily suspend the online triage form to help manage the demand. In these circumstances you will see the following:

- a message to advise that the Patient Triage is temporarily unavailable and information on when the link will be active again and how to contact the practice another way
- a message prompting patients to use NHS 111 online, to find a local pharmacy or attend the Urgent Treatment Centre





How does this benefit you?

We know that change can be difficult sometimes, but we are confident that Total Triage will bring many benefits to our patients – for example:

- Total Triage has been shown to reduce waiting times, and it enables us to attend to your medical needs more promptly.
- Using digital communication will mean that you can engage with us from the comfort of your home or workplace.
- Triage ensures that limited healthcare resources are allocated to patients who need them most urgently.
- Total Triage will address the increasing demand for appointments and reduce the frustration of having to call and be in a long queue at 8am.

Other requests

If you are requesting a home visit or you are from a care home, you won't need to fill out a Triage form continue to contact us in the same way preferably as early as possible.

If you have any questions or concerns our team is here to guide and support you. If you can follow the link below it will take you to the website and once it loads, please click on the 'Submit a new request'

[Bridge Surgery - Family GP Practice | Bridge Surgery](#)

If you have any further questions, please contact the practice.