

WE ARE MOVING TO A

TOTAL TRIAGE SYSTEM

ALL PATIENTS WILL BE ASKED TO

COMPLETE AN **ONLINE FORM**

WHICH WILL BE TRIAGED BY A CLINICIAN



You may be asked to send a **photograph** of an area — especially for skin concerns



This helps us give you the **right care**, from the **right clinician**, at the **right time**

THE CLINICIAN WILL THEN DECIDE:

1



Organise an appointment with the most appropriate team member:

- ✓ GP
- ✓ Paramedic (from our team)
- ✓ Specialist Nurse
- ✓ Practice Nurse
- ✓ Pharmacist

2



Advise you to visit your local pharmacy

3



Advise you to attend Urgent Care Centre/A&E if clinically appropriate

4



Organise for one of our paramedics (from our team) to visit you at home if you are housebound

5



Advise you to call 999 if this is the most appropriate route

APPOINTMENTS WILL NOT NECESSARILY BE ON THE SAME DAY



Same day (where possible)



Within 72 hours



Routine

You may also be referred to other services:

- ✓ Mental Health Nurse
- ✓ District Nurse
- ✓ Social Prescriber

Need assistance?

You can still visit or phone the surgery and our team will be happy to help you complete the form.



THANK YOU FOR YOUR SUPPORT AS WE IMPROVE YOUR CARE