

Ensuring the
Right Care at
the Right
Time

INTRODUCING

TOTAL
TRIAGE

*A NEW WAY TO
ACCESS OUR
SERVICES*

WHAT IS TOTAL TRIAGE?

- All patient requests will be triaged based on urgency
- Ensuring patients get the most appropriate care.
- Improves efficiency, reduces wait times, and prioritizes urgent cases.

HOW DOES IT WORK?

- 1. Submit a request online or by phone.
- 2. EMMA our virtual receptionist will take your call or send your online request through to us
- 3. You will then be directed to the right care option (GP, nurse, pharmacist, or self-care).

WHY ARE WE INTRODUCING TOTAL TRIAGE?

- Telephone wait times reduced to **ZERO!**
- We will be able to prioritise urgent cases.
- Ensures fair and efficient service.

HOW TO CONTACT US ?

- Via our website using AccuRx.
- Call us and be connected to our virtual receptionist EMMA
- You can also speak to Reception Staff for assistance.
- In-Person: Reception can help complete your request if needed.

WHAT HAPPENS NEXT?

- You will receive a response within **3-5 hrs.**
- You may be booked for a consultation, given advice, or signposted elsewhere.
- **If urgent, you will be seen quickly.**

FREQUENTLY ASKED QUESTIONS

- **Q: Will I still be able to see my GP?**
- A: Yes! But we will assess whether a GP is the best option for you.

- **Q: What if I can't use the internet?**
- A: You can call us or visit reception for assistance.

- **Q: Will this delay my care?**
- A: No, it helps ensure timely access to the right care.

SUMMARY & NEXT STEPS

- Total triage improves efficiency and access.
- We are planning to implement from **31st March 2025**
- Submit requests online or via phone.
- Expect a timely response with the best care option for you.
- Visit our website or contact us today to learn more!