

How to make an appointment to see a GP



TOTAL TRIAGE HAS NOW STARTED

We are now using Total Triage for all GP appointment requests.



Please note:

This does **not** affect any nurse, pharmacist, or other supporting service appointments onsite. They all can be accessed as usual.

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.



How will my request be managed?



All patient requests will be triaged by one of our experienced GPs or clinicians 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.

What could happen next?

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.



Types of appointments



Same day GP triage



Same day face to face or telephone – for **urgent** cases



Within 7 days – for follow up with a healthcare professional if not urgent (You will be contacted to book your appointment) if a GP feels it necessary.



More than 7 days – for routine planned appointments (You will be contacted to book your appointment). Annual review or planned follow up requested by GP.



Booking links for Nurse appointments – if you require urgent bloods due to the presenting condition, GP/clinicians will see you the same day. However, if they require routine or non-urgent bloods, we will send you a nurse booking link to manage alongside your diary and our availability.



Nurse appointments remain the same

Please note Nurse appointments are not affected and remains the same as before if you need it for cervical screening, wound management, bloods etc.

How does this benefit you?

- ✓ Reduces waiting times and enables us to attend to your needs more promptly.
- ✓ Use digital communication from the comfort of your home or workplace.
- ✓ Ensures limited healthcare resources are allocated to those who need them most.
- ✓ Addresses increasing demand and reduces the frustration of long queues at 8am.

How to complete a Blinx request

The easiest and quickest way to contact us is by submitting a Blinx online request. This allows you to tell us about your symptoms or request and helps us get you to the right person more quickly.

1

Visit our website



Go to The Harefield Practice website and click on the 'Blinx' button.



2

Select the request type



Choose the option that best matches your reason for contact (e.g. new health problem, follow up, medication query, admin request).

What would you like help with?	
New health problem	>
Follow up	>
Medication request	>
Admin request	>

3

Answer the questions



Complete the short online form with as much detail as possible about your symptoms or request.

Tell us more about your request	
Type your message here...	
Submit	

4

Submit your request



Once you have completed the form, click 'Submit'. You will receive a confirmation message.

How do people with no IT skills use Blinx?



If you do not have internet access or are not confident using online forms, you can still make a request:

- ✓ Call our reception team and they will complete a Blinx request for you.
- ✓ A member of our team will ask you the same questions over the phone.
- ✓ You will then receive the same triage and response as an online request.



When is Total Triage open?

The Total Triage service will be open Monday to Friday. During **evenings, weekends and Bank holidays** please continue to use the NHS 111 service or call 999 for life threatening emergencies.



Why is the practice changing its appointment system?

The staff at The Harefield Practice, along with NHS England (NHSE), have acknowledged the increasing demand for appointments and our capacity being unable to meet this demand. NHSE has recently published a paper (Delivery plan for recovering access to primary care) and our practice must adopt the Total Triage system eventually.



If you have any questions or concerns our team is here to guide and support, you can contact the practice.