**New Appointment System Patient FAQs**

**1, What questions will the form ask me?**

The form asks you to choose between the 3 following options 'I have an admin query' 'I want help for a medical issue' or 'I want to see online advice'. Selecting the admin option will allow you to:

* Request a doctor's note
* Request a fit (sick) note
* Ask questions or get an update on a referral
* Follow-up on Test Results (Blood Test, Scans, etc.)
* Any other advice or information that is not medically related

If you select 'I want help for a medical issue' you will be asked to provide the following:

* A description of the medical problem (Option to attach up to 5 photos)
* Describe how long you have experienced symptoms or had concerns as well as whether these symptoms/concerns have gotten better or worse.
* Describe whether you are particularly worried about anything.
* How you would like your GP practice can help.
* List times that you are **not** available during GP opening times.

You can see this in more detail by going to https://support.accurx.com/en/articles/5390855-patient-triage-patient-guide

**2. When can I submit a form?**

Between 7am and 6pm Monday to Friday. Outside of these times, if you don't think your problem can wait until the next time we are open you should contact 111, as per the current system.

**3. What if my problem is urgent?**

Primary Care is not an emergency service and if you are concerned about a very urgent condition such as a possible stroke, heart attack or seizure you should ring 999. If you believe your request to be urgent please state this on the form as this will help us get to your request more quickly. If you have submitted a request you feel cannot wait until the next day and have not had a response by 4pm please phone the practice.

**4. How do I request a repeat prescription?**

You can continue to do this via the usual methods - via the NHS app or your system1 online access as these services allow you to see a list of your recent and repeat medications and select one, so this is easier and safer than typing in the medications you wish to order on the new system. For now the script line will remain open too.

**5. Can I still request to be dealt with by my usual clinician?**

Yes absolutely. Urgent or quick matters will be dealt with by the duty GP or ANP but you can still request your usual GP or ANP for routine matters and we will do our best to facilitate this.

**6. What do I do if I haven't got access to a smart phone or computer?**

We have found that the vast majority of our patients do have access to the internet and a lot of the ones who don't or who are unable to use it tend to ask a relative or carer to ring us on their behalf anyway. For those patients their relative or carer can fill in the form for them but for the few patients for whom neither of these options are practical, one of our admin team will take the details over the phone and fill in the form for the patient.

**7. How long will it take to hear back after I submit a request?**

We will be assessing all requests as quickly as we can and we hope that most days a clinician will have looked at every request by the end of the day. At particularly busy times it may take up to 2 working days to respond to routine requests.

**8. What if I don't want to give the reason for my request, can I just write 'personal'?**

We need all patients to give us as much information as possible about their request or problem in order for us to use our limited capacity to best serve our patient population in a way that is both fair and effective. Forms with insufficient detail for us to make a safe decision will be replied to with a request for more information and this may result in that form being returned to the start of the queue.

**9. What if I have more than one issue?**

If you have multiple problems it is best to submit more than one request to make sure we have enough information about each problem.

**10. How do I request a home visit?**

Home visits are reserved for patients who are dying or who are completely housebound, i.e. unable to leave the house for any reason (such as hospital appointments, hairdressers etc.) If that applies to you or the person you are filling in a request on behalf of please state on the form that you think a home visit is required.

**11. What if I really don't like this system?**

We are confident that once we all get used to it this system will be easier and more convenient for our patients. Given the limited resources directed to Primary Care in this country this sort of system is necessary to successfully manage the huge demand for care we see every single day. More and more practices are using this type of approach and it is likely to become universal in the next few years. If you are unsure about it our team can demonstrate to you how to do it and hopefully allay any concerns you have about it. We will be evaluating the system and collecting patient feedback as part of this and welcome constructive criticism. We hope that via these means we can make this work for all of our patients but ultimately, the option of last resort would be for you to switch to one of the few local practices still running a more traditional appointment system.

**12. Is it NHS approved?**

Yes, Patient Triage has been assessed by NHS Digital and meets the requirements for an online consultation solution on the GP IT Futures framework. This includes assessments of how data is used and stored in line with GDPR regulations.