



## **Subject: Important Update: New Appointment System**

Dear Patient,

We hope this message finds you well.

To meet the increased demand for appointments in primary care, and to ensure fair and equal access to services, practices throughout the UK are adopting a new digital system for contacting the surgery and directing patient's queries called "Total Triage". Our surgery, along with other surgeries in the Hatter's Health group, will be implementing this system very soon.

Starting from Monday 2<sup>nd</sup> December 2024, all patients requiring an appointment or making a query, will need to contact the surgery through our website, the NHS App, or NHS.uk to complete a simple online form. The form can be filled by someone else, such as a family member or carer, however, we will only respond specifically to the patient unless they have given us explicit consent to contact someone else. If you are unable to access a computer or a smartphone, or if you are unable to complete a form and do not have access to anyone who can help, you may come into the practice or call us, and a member of our staff will help you fill out an online form. The online form will be available from 8am every working day until the afternoon. Completing the form as early as possible will help ensure your request is received and handled promptly.

Through the 'Total Triage' system, all online forms will be reviewed and actioned by a clinical team. We have a range of appointments available with various healthcare professionals, including GPs, nurses, nursing associates, and clinical pharmacists, to name a few. We will also be offering appointments from our 'Enhanced Access Service' at other Hatter's Health Network Practices (Oakley, Sundon Medical Centre, Leagrave Surgery, Lister House surgery). Alternatively, you may be given an appointment at a local pharmacy through the 'Pharmacy First' scheme where you will be seen by a prescribing pharmacist that has been trained to deal with common minor illnesses.

This new system aims to provide more streamlined access to the right care. It will help us allocate our resources more effectively, ensuring that patients are seen quickly and managed appropriately by the right clinician, which will not always be a GP. Our GP's will then have more time to deal with more complex medical care and offer longer appointments.

We understand that this change may take some getting used to, and we appreciate your patience and support as we implement this new national process. We believe it will significantly improve the experience for all our patients. Going ahead, there will be opportunities to receive your feedback. We thank you for your understanding and cooperation as we make these important changes to better serve you.

Kind regards,

A handwritten signature in black ink, appearing to be the name of the Practice Manager.

Practice Manager  
Dr Mirza & Partners