GP Access at Village Health Group

Total Triage Model

Dear Patient,

From 3rd June 2024 we are changing & improving how you can access our appointment system from a predominantly telephone only access offer to an increased online request offer.

**Patients should submit the details of their medical or administrative need via our website** [www.villagehealthgroup.co.uk](http://www.villagehealthgroup.co.uk).

This will be open for medical queries 08.00 – 14.00.

This will be open for administrative queries 08.00 – 18.00

Our reception desks at all 4 sites will remain open to patients to arrive for their appointments. Our receptionists will be able to assist you and raise your medical or admin query in our online system

We will of course, provide additional support to those patients who do not have access to the internet.

When a medical query is received in the practice, the GP team will review each request that working day to determine how best to meet your needs. You will then be contacted with either an online response if this is suitable or a date & time for a face to face or telephone appointment.

For urgent medical queries we will respond to you that working day.

For routine medical queries & administrative queries we will respond to you within 3 working days.

It may be necessary to ask you a few additional online questionsto help our clinicians prioritise those patients who need more urgent care. As well as offering GP appointments, you may be directed to other clinicians in the practice such as our clinical pharmacy, practice nurse team or first contact Muscular Skeletal Specialist depending on your medical need.

Please use the following links for more information from NHS England

[NHS England » Modern general practice model](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fgp%2Fnational-general-practice-improvement-programme%2Fmodern-general-practice-model%2F&data=05%7C02%7Canna.kirk2%40nhs.net%7C41f1a8db0cc54530b9c408dc5e005961%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638488602808182856%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=wtBtj4lvSRz%2BaBCZxDhudG5v35zIGs%2Bbh1iTTqFzvLs%3D&reserved=0)

[NHS England » Delivery plan for recovering access to primary care](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Flong-read%2Fdelivery-plan-for-recovering-access-to-primary-care-2%2F&data=05%7C02%7Canna.kirk2%40nhs.net%7C41f1a8db0cc54530b9c408dc5e005961%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638488602808196123%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=XIyaMCVugt%2FPPceFav2kvO0xU8YKzWoaWU7odLAj8GE%3D&reserved=0)

[Care navigation and triage in general practice (bma.org.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.bma.org.uk%2Fadvice-and-support%2Fgp-practices%2Fmanaging-workload%2Fcare-navigation-and-triage-in-general-practice&data=05%7C02%7Canna.kirk2%40nhs.net%7C41f1a8db0cc54530b9c408dc5e005961%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638488602808205380%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=OeRfe3KnyJbXI6bjZFFtR6g2Se4ANerR%2BCyMZxBGwJo%3D&reserved=0)

This will avoid the 8am telephone rush by enabling you to submit a request online, which allows us to enhance the quality of care our patients receive & ensure that they are given the most appropriate appointment or advice to meet their needs.

**What is Total Triage?**

The demand for appointments has increased hugely in recent years, and General Practice must address the issue of capacity to maintain patient safety and satisfaction.

From the 3rd June 2024 one of our GPs will review each online patient request to decide which member of our healthcare team is best placed to help, the most suitable time frame for the appointment and whether this is best suited to be via telephone or in person at the practice.

By ensuring that patients reach the right person in a timely way, our clinicians will be available to answer your questions, provide clinical advice, and offer prescription renewals more efficiently than before.

**Face-to-face Appointments:** We understand the importance of face-to-face appointments for many patients. Total Triage ensures that the practice makes the best use of these, with GPs and other clinicians. Often telephone consultations work well both for patients and clinicians, and we now have excellent facilities to view photographs sent from your mobile phone which are extremely helpful to support best care.

**How Does This Benefit You?**

We understand that change can sometimes be difficult, but we are confident that Total Triage will bring many benefits to you, our patients – for example:

* **Improved Access to Care:**Total Triage has been shown to reduce waiting times and it enables us to attend to your medical needs more promptly. By using remote consultations, where appropriate, we can free up face to face appointments for those patients that need them.
* **Convenience:**We recognise that telephone access into the practice is not sufficient, with some patients experiencing long wait times. Using digital communication will mean that you can engage with us without having to call the surgery or travel to the practice.
* **Enhanced Patient Experience:** We are committed to providing you with the best possible care at Village Health Group. Total Triage improves communication and ensures that you see the person best able to help you in a timely way.

**What if I have trouble using the new system?**

* We hope to support patients and their families/carers to get used to the new way of contacting the practice and to become comfortable with this over time.
* We will, of course, provide additional support to those patients who are unable to use online resources.  Our telephone lines will remain open 8.00-18.30

We have been rolling out these changes gradually, and our team is here to guide and support you every step of the way ahead of moving to total triage in June 2024.

Thank you for working together with us on this new project to improve our patient access.

**Our website contains a simple how to guide for submitting your admin or medical query** [**click here**](https://villagehealthgroup.co.uk/_common/getdocument/311946)