



Water Meadow Surgery

15th April 2024

Urgent appointments from 13th May

Water Meadow Surgery is moving to a GP Led Triage system to ensure that patients receive timely access to the correct type of appointment.

This will ensure that all requests for same day urgent appointments will be reviewed (triaged) by a GP before being booked.

How will our triage system work?

Each patient will be asked a series of questions by our Patient Services Team to help the Duty Doctor to assess each request based on the information provided.

Requesting an urgent appointment?

The easiest way if you require an **urgent appointment**, is to go online and submit a request through **SystemOnline** or **SystemConnect** and complete a request form to provide all the detail for the duty doctor.

These will be **available from 7.30am** each morning so the good news is that you will not have to phone at 8.30 am and wait to get through.

However, if you do not have access to the online form, you can still phone as usual.

Our Patient Services Coordinators (aka receptionists) are now very much part of the clinical team. They will ask you the same questions as the online form, for the doctor.

If you have not already done so, you can register for access to use the **NHS APP** or **SystemOnline**

- by clicking here [NHS app](#)
- by clicking here [SystemOnline](#)

Alternatively, you can use SystemConnect directly by clicking [HERE](#), but you will need to enter your personal details each time 😞

Obviously, the more people who use the online access, the more the phone lines will be free to help those who don't have computers or smartphones or tablets.

All urgent requests are triaged by a GP who decides when an appointment is required based on medical need. You can call anytime during our opening hours and your issue will receive the same priority for an appointment.

The GP will make the decision on what type of appointment should be offered to the patient or if an alternative is better suited i.e. a pharmacy referral, a paramedic appointment, etc.

If a GP appointment is necessary the duty doctor will decide whether you need to be seen today, tomorrow, in a few days or next week.

We will either text you the GP's decision or call whichever you prefer.

Same day appointments are for urgent medical problems and not for repeat prescriptions, sick notes or routine referrals.

Before you contact the practice to request an urgent appointment, please think about whether there are any other services that might be more appropriate. For example, remember that pharmacists are trained to give advice about minor health problems and answer any questions about your medicines and treatment.

What if I need a routine appointment?

You will be able to book an appointment via the **NHS App** or **SystemOnline** (as you can now). Both apps will allow you to book a face-to-face appointment with your named GP. Alternatively, you can still call. These will be available from 8.30am, but remember, they go very quickly 😞

Please understand that both patient services and our clinical staff are trying to meet the needs of all our patients, each of whom is very important.