



Park Lane Surgery

TOTAL TRIAGE SYSTEM

A new way to contact your GP Surgery

**From 1st October 2025, we are changing the way you
contact the surgery.**

**For Routine appointment & administrative enquiries, you will need
to complete an Accurx form [\(CLICK HERE\)](#).**

**For urgent appointments you will need to either telephone or come
into the surgery.**

**If you are unable to complete the Accurx form, a member of staff
will be happy to help you, whether it is by telephone or in person.**

Total Triage Information

From Wednesday, 1st October 2025, many GP surgeries in England will be transitioning to a Total Triage system as part of the new GP contract. This means all patient requests for appointments or administrative queries will first go through a clinician or a team member via a digital form or phone call to determine the most appropriate next step, rather than directly booking an appointment. Patients will receive a response within one working day with advice or a booking link for the right professional.

What is Total Triage?

- It is a system where every contact with the GP practice is first triaged by a clinician to identify the best way to meet a patient's needs.
- It moves away from the traditional "first come, first served" approach to appointments and aims to ensure patients are directed to the most suitable healthcare professional or service.

How it Works

1. Patient Contact:

You contact your surgery with a health concern or administrative query, often by filling out an online form, but you can also call or visit the practice for assistance.

2. Information Submission:

You provide details about your issue through the form or with the help of a receptionist.

3. Clinical Triage:

A clinician reviews your information to decide on the most appropriate course of action.

4. Care Pathway:

You receive a response within one working day, which could be:

- A same-day or future appointment with a GP.
- A telephone or face-to-face appointment with another healthcare professional.
- Self-care advice or a signpost to another service, like a pharmacy.

Benefits

- **For Patients:**

Avoids the 8am phone rush, offers convenience and access to care when needed, and ensures you see the right professional.

- **For Practices:**

Improves efficiency, helps manage demand, and reduces pressure on GP services.

We know how important it is for our patients to access the care they need and when they need it, and we know that getting this care can be challenging, particularly when phone lines are busy or appointments are quickly filled.

You can request care in the several ways:

- Online through the [Accurx](#) on our website
- By Telephone – If you are unable to access the internet, our team will collect the necessary information, so expect a few more questions from us so that we can point you in the right direction
- In Person at reception – speak directly with our reception team who can help if needed to collect the necessary information.

Depending on the nature of your request, you may receive:

- An appointment with a GP – the clinician may arrange some investigations like a blood test, X-ray, or scan before the appointment so that the results are ready to discuss in time. Face-to-face care always remains available, both routine and urgent (same day) appointments when clinically appropriate.
- A consultation with another member of our clinical team — such as a physiotherapist, pharmacist, mental health practitioner, or nurse.
- Be signposted to another healthcare professional, i.e. Urgent Care Centre or A&E **(Please be aware that we will only sign post you to an Urgent Care Centre if we do-not have an appointment to offer you and we feel that you would benefit from seeing a healthcare professional that day).**
- A direct referral to community services such as Pharmacy First
- A prescription, medical certificate, or advice without needing an appointment.

Equal Access for All Patients

The current system does not always work well for patients or for our team:

- It is difficult to get through on the phone, especially in the morning
- Appointments get booked up quickly, regardless of urgency
- Some patients are unable to contact the surgery at 8am due to work or other commitments
- Some requests, such as for medical certificates or prescriptions, do not always need an appointment — but there has not been a clear alternative
- Improved continuity of care for those people who need it most.

At the same time, GP practices across the country are experiencing rising demand and workforce pressures. We need a smarter, safer way to prioritise care and ensure we use our time and resources effectively.

The Benefits of Total Triage

- More timely care for urgent issues
- Patients are matched with the most expert clinician for their problem — this is not always a GP
- More flexibility and fairer access for all patients
- Safer clinical decisions made earlier in the process

Accessing care when the surgery is closed

This will not change. Depending on your problem please continue to speak to your local pharmacist, use NHS 111, an Urgent Care Centre or A&E as before when the surgery is closed.

Useful Information

[Follow this link for a demonstration of the Accurx system](#)

[Getting started with the NHS App – NHS App help and support – NHS](#)

[CLICK HERE](#) For Frequently Asked Questions

Here to help!

We are here to support you with these changes. If you need help filling out the request form, just ask, and a member of the Care Navigation team will be happy to assist. Please be patient as we all adjust to this new system. Thank you for your understanding and support.

How to contact us

- [Website](#)
- [NHS App](#)
- **Call** us on 01992 465 555
- **Visit the surgery**