

## **KIRKBURTON HEALTH CENTRE – IMPROVING ACCESS TO PRIMARY CARE**

### **Frequently Asked Questions (FAQs)**

#### **1. Why are you changing access arrangements?**

We have introduced a new triage system because we want to improve patient experience and staff well-being and morale. Demand for appointments has almost doubled in recent months and this is not sustainable. Our new model will make the very best use of our highly skilled healthcare team, free up GPs for patients in specific need of their expertise and ensure consistency in access that patients can expect.

#### **2. What is a Digital Triage?**

Digital Triage is our new model of working. eConsult is the platform we use to collect patient information. Every online, walk-in and telephone request will come through an eConsult to ensure consistency. The form will provide essential information for our clinical team to read and assess patients' needs.

We will contact you to let you know how your request will be managed on the same day.

Patients with urgent needs will be given an appointment on the same day.

Patients with non-urgent needs will be referred to the most appropriate member of the primary care team.

#### **3. How do I request an appointment?**

You can request an appointment online, at the surgery or by phone if you are unable to use the online form or attend the surgery.

The Practice is encouraging patients to use the online form to free up phone lines for patients who need to speak to someone urgently, and patients who are unable to use the online form or attend the surgery in person.

Many of our patients are familiar with and prefer using eConsult.

For patients who attend the surgery, we have created cubicles equipped with iPads in our waiting area. Support will be available for people who need it.

If you telephone, our receptionist will ask you questions and complete an eConsult during the call.

Online patient consultations are open from 6.00am – 5.00pm, Monday to Friday.

Walk-in requests are available from 8.00am – 4.30pm, Monday to Friday.

Telephone requests (if you are unable to use the online form or attend the surgery) are available from 8.00am – 5.00pm Monday to Friday.

4. Does the new model completely replace patients booking appointments online?

Yes.

5. Will it be possible for patients to change or cancel an appointment online?

There will be no online appointments.

6. Will patients be able to request to see a preferred GP?

Yes, but they may not be guaranteed as GP's work different days.

7. Will a separate eConsult be required if a patient has several ailments?

Yes.

8. Can I nominate someone to fill out an eConsult on my behalf?

Yes, as long as the information is accurate.