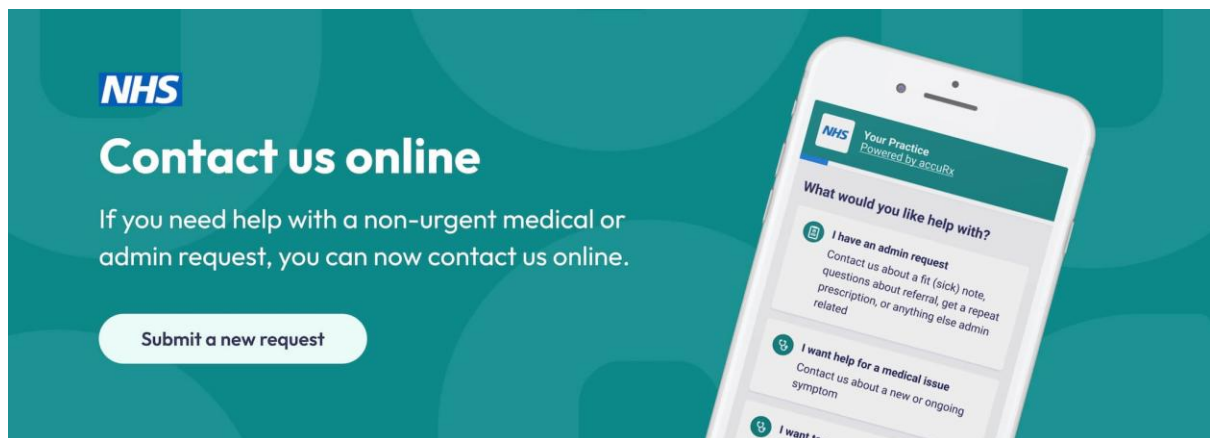


All **GP appointments and other requests** will have to be submitted via the '[contact us online](#)' link and banner. Your request will be triaged to the right clinician or service. This aims to reduce waiting times and improve your experience.



## Total Triage Appointment System Frequently Asked Questions

### 1. General Questions

#### Q: What is changing?

From 2 Sept 2025, all appointment requests, health and administrative queries will go through our **online triage system instead of calling the practice**. This means you no longer need to wait on hold to speak to reception.

#### Q: Why is this change happening?

Our phone lines are often busy, and patients struggle to get appointments. The new system will:

- ✓ Reduce waiting times on the phone
- ✓ Eliminate the 8 AM rush for appointments
- ✓ Ensure you see the right clinician for your needs
- ✓ Streamline care and improve response times
- ✓ Run between 8am to 5 pm Monday to Friday

#### Q: How does the new system work?

1. Visit [www.matchinggreensurgery.com](http://www.matchinggreensurgery.com)
2. Click on the "submit my request" button on the BIG green banner – "Accrux Contact us online"
3. Answer **5 simple questions** about your health concern
4. Our triage team will review your request and direct you to the **right clinician or service**

5. You will receive a response within two days' time
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## 2. Access & Usability

Please submit **only one problem on the form** and ensure your contact details – telephone/text/email details are up to date.

Total Triage will be open Monday to Friday during core hours. For medical advice over the weekend and bank holidays, please continue to use 111, or 999 for life-threatening emergencies.

We will have 3 types of appointment: same day for urgent requests – a member of staff will contact you to book the appointment. Within 1 week, and within 2 weeks for more routine requests

### **Q: What if I can't access the internet or struggle with technology?**

If you **don't have internet access or need help**, our receptionists can **complete the form for you** in person or over the phone.

### **Q: Do I need to complete the form at a specific time?**

Yes, you can submit your request **at any time during practice hours between 8am to 5pm**, so there's no need to rush at 8 AM.

### **Q: What if I don't speak English well?**

Our form is designed to be simple, but if you need help, please ask a **receptionist, family member, or carer** to assist.

### **Q: Can someone else fill out the form for me?**

Yes, a **family member, friend, or carer** can complete the form on your behalf.

### **Q: Will I still be able to speak to a receptionist?**

Yes! Our receptionists are still here to help, but they will **guide you to use the online form** or fill it in for you if necessary.

**Q: The triage system runs between 8am and 5pm. What do I do if I need to contact you after 5pm?**

After 5pm our clinical and admin staff need time to complete their work lists for the day. If you have a routine enquiry please submit your request the next day after 8am.

If you have a genuine clinical need, such as a child with high fever, please ring reception who will pass you to the emergency doctor.

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### **3. Appointments & Clinical Care**

**Q: Will I still be able to see a GP?**

Yes! Our system ensures you see the **right clinician for your needs**—whether that's a GP, advanced nurse practitioner, mental health practitioner, physiotherapist, pharmacist, or another healthcare professional.

**Q: How will I know when I have an appointment?**

You will receive a **confirmation message** via phone or text, letting you know when and how you will be seen.

**Q: How long will it take to get a response?**

- Urgent cases are prioritised, and you'll receive a quick response.
- Non-urgent cases may be scheduled for a routine appointment.
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**Q: What if I need an urgent appointment?**

If you have an **urgent medical need**, complete the online form as soon as possible, and we will triage your request as a priority.

**Q: What if I have a life-threatening emergency?**

For life-threatening emergencies such as **chest pain, breathing difficulties, or severe bleeding**, call **999 immediately**.

#### **Q: What if I need a home visit?**

If you require a home visit, please indicate this in the online form. Home visits are available for patients who are **housebound or unable to travel due to medical reasons**. **Please do this as early in the day as possible as later requests may not be possible.**

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#### **4. Services & Queries**

##### **Q: Can I use this system for prescription requests?**

Yes, you can submit prescription requests through the online form

##### **Q: What about test results, referral updates, or sick notes?**

- **Test Results** – If your results are ready, you can see the result on NHS App. Use the online form to request follow-up if needed.
- **Referrals** – Use the NHS App to check the status of a referral. Use the online form to submit an admin query regarding a referral if needed.
- **Sick Notes (Fit Notes)** – Request a sick note via the online form.

##### **Q: Can I request a specific doctor?**

Yes, we will always try to accommodate preferences, but **availability may vary**. The system helps ensure that you are seen by the right person, which may be a GP or other specialist.

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#### **5. Walk-ins & Phone Calls**

##### **Q: Can I still walk into the practice to book an appointment?**

All queries, including walk-ins, will be processed through the online system. However, **our receptionists will assist you** if you visit the practice.

##### **Q: What if I call the practice instead of using the online form?**

When you call, a receptionist will guide you to complete the **online form** or fill it out for you.

**Q: Does this mean you're removing phone appointments?**

No. You can still have **telephone or face-to-face appointments**, but all requests must go through the **online triage system first**.

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**6. Benefits of the New System**

**Q: How will this benefit me as a patient?**

- **No more long waits on the phone**
- **Faster response times** with urgent cases prioritised
- **No need to call at 8 AM**—submit your request anytime between 8am-5pm
- **Right care, right clinician, right time**

**Q: Is this system secure and confidential?**

Yes! The online triage system is **fully secure** and compliant with NHS data protection regulations.

**Q: What if I prefer speaking to someone instead of filling out a form?**

We understand that change can be difficult, but this system helps us **help you more efficiently**. If you need assistance, our reception team is always here to support you.

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**7. Other Common Concerns**

**Q: What if I don't get a response?**

If you haven't received a response within the expected timeframe, please **contact reception** to check the status of your request.

**Q: Will this system work for children and elderly patients?**

Yes! Parents and carers can fill out the form on behalf of children or elderly relatives. If they need assistance, receptionists can complete the form for them.

**Q: What if I have multiple concerns?**

If you have **more than one medical concern**, please submit **only one problem on the form** and ensure your contact details – telephone/text/email details are up to date.

**Q: Will the new system be monitored outside of practice hours?**

No, the online triage form is only available during **practice hours**. Outside of these hours, please use **NHS 111** or visit your nearest urgent care centre if needed.

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Final Message

We appreciate that change can feel overwhelming, but this system will make accessing care **easier and faster for everyone**. Thank you for your support in improving our services!

**For more details, speak to our reception team.**