

## Description of the Online Triage system at Bearsted Medical Practice

**June 19th 2023**


The surgery will send out a link by text to all patients that have given the surgery their mobile telephone number. This link can be used to access the new online triage system. They will send this link out from the **19th June** before the new Triage begins on **26th June**. The Medical Practice has put together a description of how the new triage system works and you can read it on the website by clicking the link below.

<https://www.bearstedmedicalpractice.nhs.uk/2023/06/07/triage-system-improvement/>


If you do not receive a text you can go to the surgery website to find the link.

<https://www.bearstedmedicalpractice.nhs.uk/>




If patients do not have a mobile phone, they can still telephone the surgery as usual to make an appointment. It is hoped that if most patients use the Online triage service it will free up the telephone so that patients needing to use the phone will get a quicker response.

**Accurx Practice (29392)**  
Accurx Health Centre, 27 Downham Road  
Haggerston, N1 5AA  
[Powered by Accurx](#)

## Contact us about your request

 This will be read by a member of the team within 2 working days. <https://florestaging accurx.com/p/A29392>  
If you are seriously unwell, [call 111 or 999](#)

### What would you like help with?

-  **I have an admin query**  
Contact us about a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related
-  **I want help for a medical issue**  
Contact us about a new or ongoing symptom
-  **I want to see online advice** [↗](#)  
See advice and guidance on conditions, symptoms and treatments

Click on the box that says “I want help with a medical issue” if you would like to contact a medical practitioner.

You can see that the system will also allow you to ask administrative questions such as request sick notes, recent test results, repeat prescriptions etc.

The surgery is promising a response within 2 days to your online submission. It is therefore important that you read the advice about emergencies which is given below.


If you have symptoms described below you need to take the action indicated.

## Check it's not an emergency

### Call 999 if you or someone has:

- **signs of a heart attack** (pain like a very tight band, heavy weight or squeezing in the centre of your chest)
- **signs of a stroke** (face drooping on one side, can't hold both arms up, difficulty speaking)
- **severe difficulty breathing** (including choking, gasping or sudden swelling of the mouth, tongue or throat)
- **a seizure or fit** (shaking or jerking, or unconscious & can't be woken up)
- **heavy bleeding** (spraying, pouring or enough to make a puddle)
- **a serious accident, or severe injuries, burns or scalds**
- **tried to end your life** (by taking something or harming yourself)

Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

 Your request will NOT be seen immediately, so call 111 if you don't have an emergency but you have an urgent medical problem and you're not sure what to do.

Back

None of these are present

If the Triage doctor assesses that you need to be seen quickly you may not have to wait up to 48hrs to get a response. You can always telephone the surgery if you need to speak to someone.

The challenge for all of us is that patient demand has increased beyond the resources of surgeries. This is happening across the country not just in Bearsted. The former Walk-In clinic promised to respond to any medical condition, from Diabetes to Verrucas. This general promise to see anyone on the day if they turn up between 8.30 and 10.00 is not possible any more. The online triage is an attempt to make the service easier to access and to make it more convenient for people to book appointments, arrange blood tests, and telephone consultations at a time that suits them.

You will be asked to give some personal details as shown below.

## Your details

Please provide your details to help our practice identify who this request is for.

**First Name**

**Last Name**

**Date of birth**

<i>DD</i>	<i>MM</i>	<i>YYYY</i>
-----------	-----------	-------------

**Gender**

*Please select* ▼

ⓘ Why aren't there more options? ▼

**Postcode**

**Your phone number**  
A mobile number is preferred

You can also complete the form on behalf of someone else. There is a section which you can complete to indicate you are doing this.

To see more information about this you can go to the Patient Triage document link shown here.

<https://support accurx.com/en/articles/5390855-patient-triage-patient-guide>

The “Medical Issues” section asks you to give as much information as you can about the condition you want some help with.

You can submit a photo too. It also allows you to tell the surgery when you would be available to receive a call back.

Medical Request

## Medical issue details

**Please describe the medical problem**  
If you are filling this in on behalf of someone else, please make that clear

Type response here

300 CHARACTERS REMAINING

+ Attach a photo (optional)

**How long have these symptoms or concerns been going on? Have they got better or worse?**

Type response here

300 CHARACTERS REMAINING

**Is there anything you are particularly worried about? (Optional)**

Type response here

300 CHARACTERS REMAINING

**How would you like us to help?**

Type response here

300 CHARACTERS REMAINING

**Please enter any times during opening hours when we cannot contact you (Optional)**  
We will only contact you within practice opening hours

Type response here

300 CHARACTERS REMAINING

Online Requests can be submitted from 8.00am - 12.00noon only and the system will be switched off at all other times. This time slot might be extended in due course but the surgery want to settle into the system with a shorter time slot to begin with.

If you do not have access to a mobile phone or need help completing the form, you can ring Reception as usual. You can also go into the Surgery and ask a Receptionist if you can use a dedicated Triage iPad which will be located in the waiting area for patients use. If you need assistance in completing the online form a Receptionist will be available to help you.

Once you have submitted your request you will be sent a verification code to send back by text. You will then receive a summary of your submission as a confirmation. At this stage of the process you can indicate if you want a text or a telephone call to confirm your submission has been received. If you don't have a mobile phone you will get a phone call.

The Online triage system will always be covered by a doctor who will be sent each request directly to his computer. The doctor will be assisted by a receptionist and administrative assistant and other medical staff if required. After the doctor has looked at your request, you might be sent a text with a link to an online booking diary so that you can have some flexibility in choosing a date for a contact. This could be for a telephone conversation or for a face to face appointment. You might be sent a text with some advice. If you do not have a mobile phone then you will receive a telephone call.

The surgery have worked hard to set up this new triage system which is already in use in other parts of the country. Patients and surgery staff will need some time to get used to the new system and the practice asks for your patience in the next few weeks while everyone learns the ropes.