

## **PATIENT FAQ: Total Triage System**

### **What is Total Triage?**

- From Wednesday 21<sup>st</sup> January, all requests to see a GP or for acute matters will go through SystmConnect, our online Total Triage system.
- This means every request is first reviewed by a GP.
- You will then be given the most appropriate next step, which may be:
  - An appointment
  - Advice
  - A prescription
  - Referral or signposting to another service

### **How do I contact the practice?**

You can:

- Visit [www.gnwmp.co.uk](http://www.gnwmp.co.uk) and click “Submit Appointment Request”
- Use the NHS App → tap “Services”

- Call the practice – Reception can help you complete your request

### **What if I can't use the internet?**

- That's fine.
- You can telephone us or come to reception.
- Our reception team will complete the form with you.
- No one will be excluded from care, but the process will remain the same.

### **What happens after I send a request?**

- A GP will review your request.
- We respond based on how urgent your problem is and GP availability, so patients with the greatest need are seen first.
- Urgent problems are prioritised.
- We may contact you if we need more information.



## **Will I still get an appointment?**

- Yes — if a GP determines you need one.
- Total Triage ensures appointments are:
  - Safe
  - Prioritised for patients with the greatest need

## **What if I have more than one problem?**

- Please submit one request per problem
- This helps us assess each issue properly and provide the right care

## **Do I need a special login or app?**

- No
- If you use the NHS App or SystmOnline, you're already set up

## **Can I ask to see a specific doctor or clinician?**

- Yes, for follow up appointments.

- There is space on the form to tell us who you'd prefer.
- We will do our best to accommodate this where possible.

### **What if I prefer to telephone the practice?**

- You can still call us.
- Reception will ask the same questions as the online form.
- They will complete it on your behalf.

### **What if I come to reception in person?**

- Our team will help you complete the form at the desk.
- You will not be turned away.

### **Why are we changing how appointments work?**

- The Government and NHS England have advised GP practices must provide online access during

opening hours and all urgent requests must be clinically triaged.

- This has increased demand, and our old system could no longer manage requests safely
- Total Triage helps us:
  - Prioritise patients based on clinical need
  - Ensure fair and safe access for everyone
  - Make the process more efficient

### **Is this system permanent?**

- Yes — this change is required due to national NHS contract updates
- We will continue to review the system and improve it where possible

### **How long will it take to get a response?**

- You will receive a reply within our usual timeframes
- Total Triage helps us work efficiently and safely



## What if English isn't my first language?

- Please let Reception know
- We will support you to ensure your request is completed correctly

## What if I have accessibility needs?

- We are committed to inclusive access
- Please contact Reception so we can support you appropriately

## We are here to help

- If you are unsure, worried, or need support using the system, please call Reception — we're happy to help

### Key points for patients:

- All GP and urgent requests go through SystmConnect Total Triage



# GNWMP

Greens Norton & Weedon  
Medical Practice

- **Responses depend on clinical urgency and GP availability**
- **No one will be excluded if you cannot use online forms**