

## Walderslade Surgery Total triage system

As of **01/09/2026**, any request for a GP appointment will be reviewed by our medical team first, who will then decide the next course of action. This new system is often referred to as 'total triage'. Receptionists will not be able to directly book a GP appointment for you but they can help you with completing the short form to request an appointment. It is very important that you ensure that your contact number is up to date on your medical record (if you change your address or phone number you must let us know).

To avoid waiting on the telephone queue, you can complete the GP appointment request form **online** or via the **NHS App**. You can also set up our own NHS App profile to manage those of your children (if applicable).



### Online Patient Triage

#### What would you like help with?

**⚠ This will be read by a member of the team within 1 working day.**

If you need more urgent help, call your GP practice. If it's closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

#### Available options

**I have a health problem** Available 8am to 6:30pm  
Contact your GP about new or ongoing symptoms →

**I have an admin or routine care request**  
Available 8am to 6:30pm →  
Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations

**I want to read online advice**  
Read NHS information on conditions, symptoms and treatments ↗

### **What is total triage?**

- All patient requests (including for appointments) will be checked by a GP who will decide what is needed.
- You could be given a face to face appointment, phone call, text message with advice, or an appointment with another health service.
- Those who need appointments most will be prioritised based on need, instead of who gets through to reception first.

### **Why are we making this change?**

- The current way of booking appointments is not working across the country. We aim to get you the right care at the right time and total triage will help us with this.
- This will reduce the 8am rush on the telephones and at the reception.
- We have listened to patients who have raised concerns directly with us.

### **Will I get an appointment quicker if I speak to reception instead?**

- You will not need to contact reception at all to access care.
- The reception team will no longer be booking GP appointments for patients directly. Instead, they can help you make your request if you are unable to do so yourself.
- Whichever way you contact us (online, in person or over the phone), all requests will go into the same 'triage' queue.

### **What happens after I submit a query for a medical issue to the surgery?**

- Medical requests will go to our GP-led triage team.
- We will respond within 24 hours.
- The triage team may ask for more information via text message.
- You may also be sent a booking link via text message so you can book your own appointment online at a suitable time for you.

**What happens if I need an urgent appointment?**

- We will continue to have a duty doctor every day to deal with urgent queries.

**What if I do not have access to the internet or struggle to complete forms?**

- Our reception will remain open for anyone who cannot complete the form.
- We will also have electronic devices in reception for you to use if you do not have access to the internet.

**What if I have more than one medical issue that I need help with?**

- Please only submit one medical issue per triage form, so that you can add enough detail for each problem. Provide more information so we can help you.

**How do I submit an admin query?**

- Requests for sick notes, doctors' letters, test results or chasing hospital appointments must also be done using the online form.