



Total Triage

Launching
Wednesday 6th November 2024

EASY AS 123

The De Parys Group

comprises Enhanced Services Centre, Pemberley Avenue, Goldington Road, Church Lane, Bromham

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www.thadeparysgroup.co.uk

**What does
our current
appointment
system look
like?**



Capacity

We operate at 1 full time GP per 1700 patients.
This is higher than the national and BLMK average.

We use a widely used model to calculate how many GP appointments we should offer every week based on our population. On average we offer almost 2200 GP appointments each week. This is a >20% capacity over and above BMA recommendation

We can't create more appointments, but we can manage what we do have better.

Demand

8 am rush. Queues on the phone.

Appointments are offered based on when patients get through to us and not on their need.

We don't always get the balance right between priority, routine and follow up care appointments. This means that an appropriate appointment isn't always available or that we use our future capacity to meet immediate demand.

25% of our GP appointments are avoidable which is higher than national average.

What have we already done to tackle some of this?

- State of the art telephony – DDIs /Call back options – Queue lengths

- We have recruited more GPs which has enabled us to operate at 1 full time GP per 1700 patients – created workforce 8-11 shift – MIN/Paramedic/PNs/NAs etc

- We have acquired clinical space in the Enhanced Services Centre on Kimbolton Road – purpose built

- We have changed our online consultation provider which takes less time for patients to fill out and is fully integrated into our clinical system

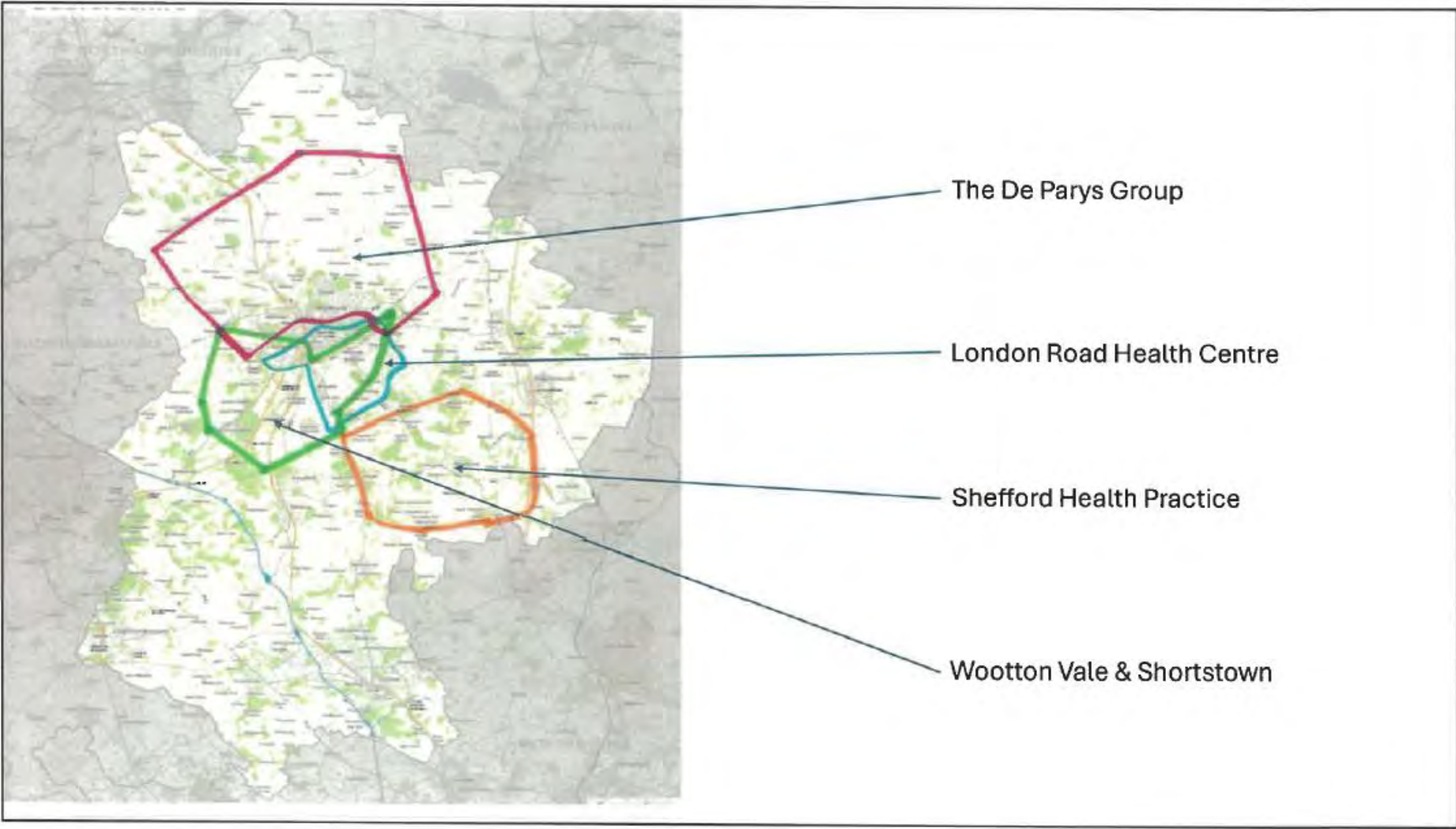
- We have changed the way we communicate with our patients reducing the need for an appointment when it isn't required

- We have introduced self-bookable appointments via a link enabling patients to choose their own convenient appointment time – e.g. flu

- We are making more Pharmacy First referrals when appropriate making more appointments available for a GP for those who need them

**What is Total
Triage?**





The De Parys Group

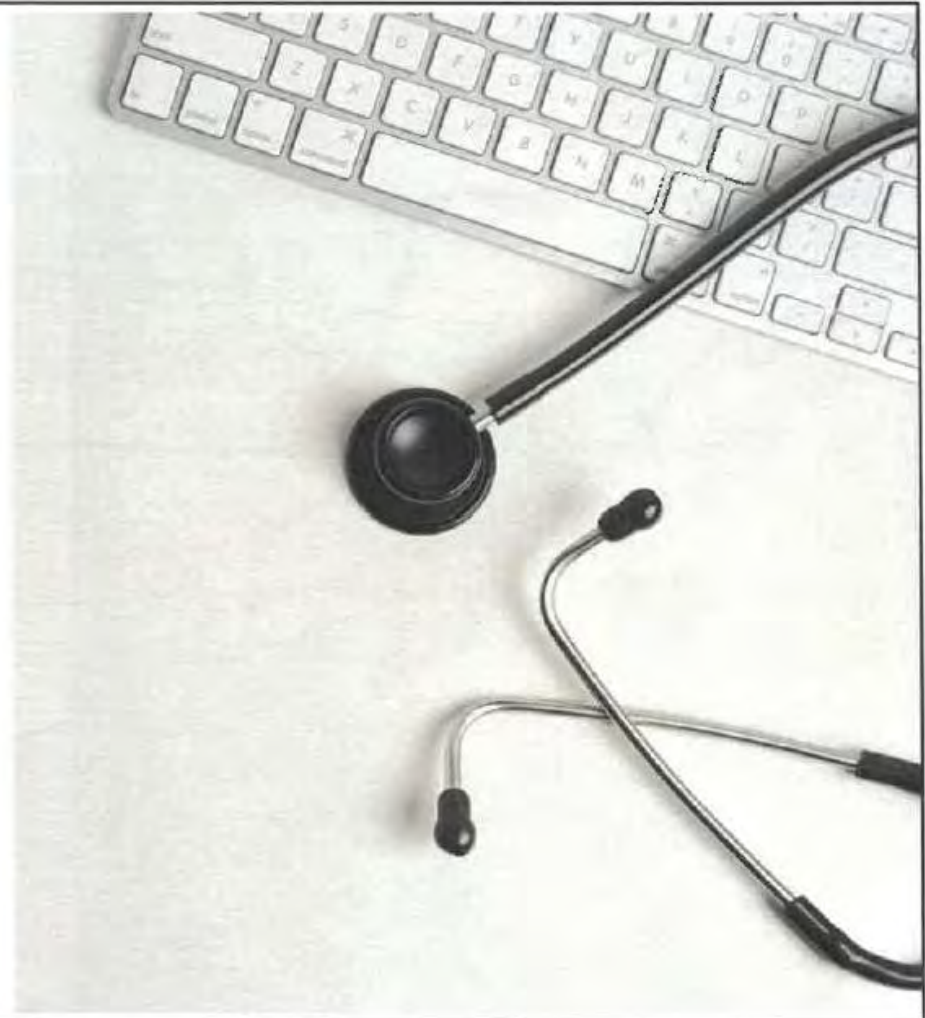
London Road Health Centre

Sheffield Health Practice

Wootton Vale & Shortstown

In a nutshell

Patients will provide information about their reason for contact which will be reviewed by a clinician. The patient will then be contacted and offered an appointment or signposting based on this review.





Every patient who contacts the surgery will provide some information on the reason for their contact



Our preferred method of contact is for the patient to submit an online consultation using SystemConnect



Our Reception Team can also complete a SystemConnect on behalf of the patient – no one to be excluded



The reason for contacting the surgery is then triaged and will be appropriately signposted or an appointment booked



SystemConnects can be automatically passed to the appropriate team

Exceptions

- **Palliative Patients** – PACS / Care Coordinators. To fill in request on their behalf.
- **Care Home Patients** – Care Home Patients will continue to use the direct Care Home line with the Care Coordinator.
- **Safeguarding Adults** – To fill in request on their behalf.
- **Mental Health Crisis** – To deal with urgently and booked with Triage GP.
- **Emergencies in the waiting room** - To deal with urgently and booked with Triage GP.
- **Complex patient list** – To fill in request on their behalf.
- **Homeless** - To fill in request on their behalf.
- **Home Visits** – Submit request for home visit and book as normal
- **Patients with Limitations**

Keep in mind there will always be an exception – we cannot plan for every potential situation and for every patient

The Receptionist will not be able to book an appointment until the online consultation has been reviewed

What Total Triage is NOT

A way to restrict how patients contact us

We would prefer a patient completes their online consultation themselves, but patients can still call us or come to reception, and we will complete this for them

A way to limit how many patient contacts we have or when a patient can contact us

SystemConnect Opening Hours

opens at 7.00am and closes at 3.30pm

Every Working day



SystemConnect will be open every working day from 7.00 am to 3:30pm. This will allow patients to make initial contact with us when it is convenient for them, except the Safety Net



SystemConnect will be closed between 3.30pm and 6.30pm on working days to allow our clinicians time to ensure that all patient contacts have been reviewed before the practice closes for the day



All SystemConnects submitted after 3.30pm each working day will not be reviewed until the next working day – **safety netting for our patients**



The phones line will still be open between 3.30pm and 6.30pm For any urgent queries – **another safety netting**

How long will it take for an online consultation to be reviewed and an appointment offered



If an online consultation is submitted before 3.30pm on a normal working day, it will be reviewed by a clinician the same working day



If the clinician triages the appointment need for the same day, patients will be contacted and offered a same day appointment



If the clinician triages the appointment need as less urgent than the same day the patient may be contacted the next working day





Total Triage Frequently Asked Questions

How do I complete a System Connect?

SystemConnect is our online consultation provider and is accessible via our website

[SystemConnect - The De Parys Group](#)

To fill in a SystemConnect choose the **RED BOX** on the website home screen that says **New request**

There is an option to login using either SystemOnline or NHS login. However, you do not have to register to complete a SystemConnect. If you continue with one of the logins mentioned this will only pull in your name and patient details. It does not link to your medical records.

Choose one of the appropriate options available and follow the prompts.



Total Triage Frequently Asked Questions

What do I do if I am unable to complete a SystemConnect online?

Call the surgery or come into the surgery as you previously did. The Receptionist will ask you for some information and complete the SystemConnect on your behalf.

What happens if I do not want to disclose why I am contacting the surgery?

We understand that there may be some things you do not feel comfortable telling the receptionist or writing in the SystemConnect. However, it will make it difficult to get you the right help in the right timeframe if the doctor does not know why you are contacting us.

We recommend providing any information you feel comfortable disclosing, whether this is a new issue or an ongoing issue, whether you are deteriorating, etc.



Total Triage Frequently Asked Questions

Who is going to triage my SystmConnect?

A **doctor** will review medical SystmConnects working as part of the Triage Team.

The Triage team each day will consist of a **doctor**, **PACS (Patient Admin & Clinical Support Team)**, **prescriptions clerk** and an **administrator**. The team will work together to ensure that your SystmConnect gets triaged appropriately.

Following triage how will my appointment be booked?

The default method of contact will be via text message. Patients will be sent a self-bookable link with access to all of our appointments related to the specific type the triage doctor has recommended. Patients will be able to choose the most convenient date, time, location and choose their doctor from this list.

However, this may vary depending on your communication preferences that you have set with us. For example, you may prefer we contact you via email or you may not have a mobile/smart phone and therefore we would call you.

Patients that require urgent contact will always be called in the first instance.



Total Triage Frequently Asked Questions

Disaster Recovery solution - what if the website goes down ?

If this is a national problem then a minor wait and once rebooted, to be used

On current telephony, triage happens – who does it now?

Currently teams are trained to recognise the concerns and triage to the most appropriate skill set

Would the triaging clinician know some of my unusual characteristics or nuances?

The details on form are automatically matched to patient record at the point of the patient sending form in and this is what the triaging clinician will have in front of them. If there is anything extra that would help with assessment, do please put that in.