



Old swan Health Centre Group Practice

Your Guide To Our Total Triage System



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

We Are Changing How You Access Care For Better

We have reviewed our patient access survey and listened to your concerns. We understand that not being able to get through on the phone in the morning and unable to book an appointment is distressing.

At Old Swan Health Centre Group Practice, we are changing to a **Total Triage System** [(PACO GP Digital Front Door) Complete an online request form via our website or use the QR code on the front page] **All patients' requests are assessed by a clinician before an appointment is booked.** This helps us provide the right care at the right time and in the right way.

How This Helps Get the Right Help, First Time

Your request is reviewed by clinician, so you are directed to the most appropriate team member -whether that is a GP, nurse pharmacist or another specialist

Urgent Problems Are Prioritised

If something is urgent, we will spot it early and ensure you get care quickly.

More Ways To Contact Us

You can reach us:

- Online (via our website- Digital Front Door)
- By phone
- In person at reception (walk-in)

Less Time Waiting

Some issues can be resolved without needing to come into the practice-saving you time and hassle.

More Personal Care

We will try to link you with your usual GP or care team for continuity, especially for long-term conditions.

Why We Use Total Triage

- To **Improve Access** for everyone
- To use our team's time and skills more **effectively**
- To ensure care is **safe, responsive** and **fair**

- To **reduce wait times** and manage increasing demand.

Contacting Old Swan Health Centre Group Practice

Submit your request

Online:

Via our website: <https://www.oldswanhcgp.nhs.uk>



Phone – Call us if you can't go online



In person – Visit reception for help

Steps to follow to complete your online request form.

1. On our website, select the Digital Front Door

The diagram illustrates the process of accessing the Digital Front Door on the Old Swan Health Centre Group Practice website. It starts with the website's header, which includes the practice's logo and name. A link to the Digital Front Door is provided. The process then moves to a 'Welcome to the Old Swan Health Centre Group Practice Digital Front Door' page, where users are prompted to log in or register. A 'Step 1' label points to the 'Welcome to the Old Swan Health Centre Group Practice Digital Front Door' page, which shows a 'Log in' button and a 'Register' button. A box on the right side of the page provides instructions: '-Visit our website on your mobile or any electronic device. <https://www.oldswhcgp.nhs.uk> -Select get started'. Below the 'Welcome' page, a box on the right side of the page provides instructions: '-Select either Medical Request: Fit Note or Non-Urgent Medical Request OR Self-Help Service (Directs you to select NHS health and support information: health A to Z)'. The process then moves to a 'Before you continue' page, which displays a warning message: 'Before you continue you will be informed that "Non-Urgent Medical Request is open from 8am to 1pm, your Request will be addressed by the GP within 72 hours, thank you"'. Below this, a box on the right side of the page provides instructions: 'Also, you will be notified or warned about calling 999 if you or someone has any symptoms that need urgent attention as shown below'. The 'Before you continue' page also displays a warning message: 'WARNING: Call 999 now if you or someone has any of these: signs of a heart attack, chest pain, pressure, heaviness, tightness or squeezing across the chest, rapid or irregular heart beating or rate, shortness of breath, sudden loss of consciousness (fainting), sudden loss of vision or hearing, sudden loss of speech or swallowing, sudden loss of movement or feeling, sudden loss of consciousness (fainting), sudden loss of vision or hearing, sudden loss of speech or swallowing, sudden loss of movement or feeling'. The diagram concludes with the text: 'Together, we're making care safer, faster, and more effective.'

Old Swan Health Centre Group Practice
Digital Front Door Via Website: <https://www.oldswhcgp.nhs.uk>

Step 1

Welcome to the Old Swan Health Centre Group Practice Digital Front Door

Log in Register

-Visit our website on your mobile or any electronic device.
<https://www.oldswhcgp.nhs.uk>
-Select get started

-Select either Medical Request: Fit Note or Non-Urgent Medical Request
OR
Self-Help Service (Directs you to select NHS health and support information: health A to Z)

Before you continue you will be informed that "Non-Urgent Medical Request is open from 8am to 1pm, your Request will be addressed by the GP within 72 hours, thank you"

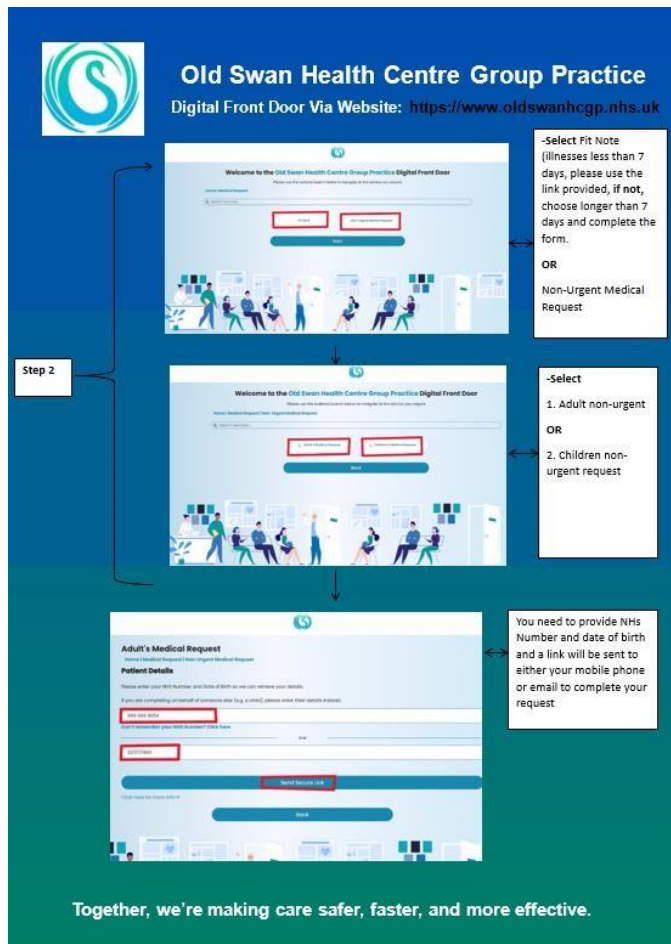
Also, you will be notified or warned about calling 999 if you or someone has any symptoms that need urgent attention as shown below

WARNING:
Call 999 now if you or someone has any of these:

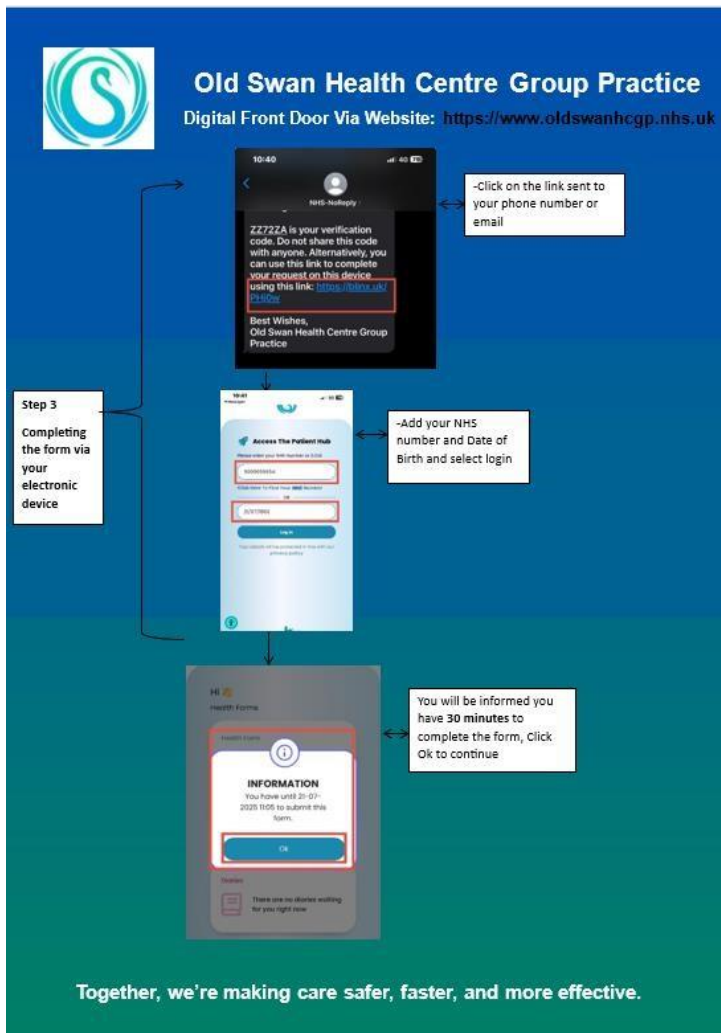
- signs of a heart attack
- chest pain, pressure, heaviness, tightness or squeezing across the chest
- rapid or irregular heart beating or rate
- shortness of breath
- sudden loss of consciousness (fainting)
- sudden loss of vision or hearing
- sudden loss of speech or swallowing
- sudden loss of movement or feeling
- sudden loss of consciousness (fainting)
- sudden loss of vision or hearing
- sudden loss of speech or swallowing
- sudden loss of movement or feeling

Together, we're making care safer, faster, and more effective.

2. Select Fit Note or Non-Urgent medical request, verify with your NHS and date of birth, a secure link will be sent to your phone to complete your online request.



3. Completing the form via the secure text message to your phone



2. Complete your form and submit. All mandatory * fields need to be completed before you can submit your request

