Old swan Health Centre Group Practice

Your Guide To Our Total Triage System

Appointment Booker - Old Swan Health Centre

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 user 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 mange increasing demand.

Contacting Old Swan Health Centre Group Practice
Submit your request

Online:
Via our website: **https://www.oldswanhcgp.nhs.uk**
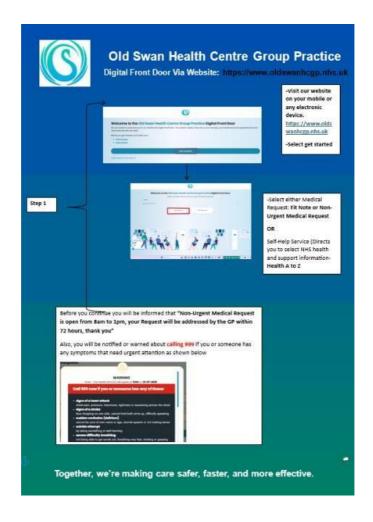
 Phone – Call us if you can't go online

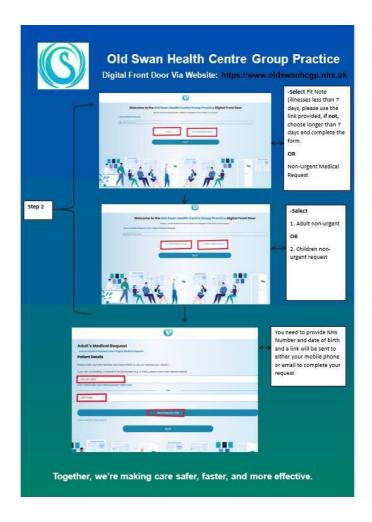 In person – Visit reception for help

Steps to follow to complete your online request form.
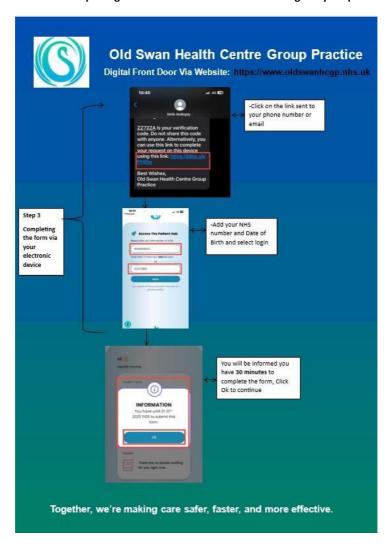
1. **On our website, select the Digital Front Door**

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**

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Digital Front Door Via Website: https://www.oldswanhcgp.nhs.uk

-Click on the link sent to your phone number or email

Step 3

Completing the form via your electronic device

-Add your NHS number and Date of Birth and select login

You will be informed you have **30 minutes** to complete the form, Click Ok to continue

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

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