

# WEST VIEW SURGERY

Phone: 01179 376835 • Website: [www.westviewsurgery.com](http://www.westviewsurgery.com)

## WELCOME TO WEST VIEW SURGERY'S NEWSLETTER

### New Triage Appointment System

We are writing to share some news about a significant change to our GP appointment system that will greatly improve how we deliver healthcare services.

From 30th September we are moving to a Total Triage Model. The aim is to improve accessibility to our services, by providing the most appropriate care or advice in the timeliest manner.

The demand for appointments has greatly increased and we need to find a way to ensure that we are able to meet demand and maintain both patient safety and satisfaction.

From Monday 30th September all patients will be asked to complete an online questionnaire. You will be pleased to hear it is very short with only 3-5 questions!

Research has shown that it is much better if you are able to complete this questionnaire yourself however if you don't have access to the internet our reception team will be happy to complete this questionnaire for you.

All requests will then be triaged by an experienced GP who will decide which member of our healthcare team is best placed to help in the most suitable timeframe.

Where necessary you may be asked to answer a few more questions to help us understand the problem fully and identify patients that need more urgent care.

If the GP considers that your request is urgent one of the team will call you to make a suitable appointment. If the request is not urgent for today, you may be sent a booking link inviting you to book an appropriate appointment which will either be within the next week or if routine within the next 4 weeks.

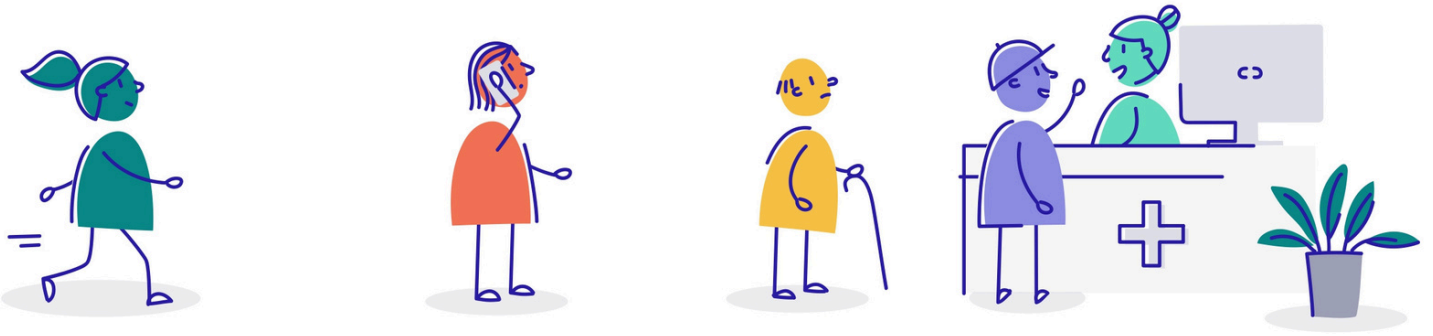
**You will still need to call reception to book nurse and physio appointments.**

#### How do I access the questionnaire?

You can access a link to the questionnaire on our website, by calling the surgery and selecting the option for the link to me sent to you or via the NHS app.

## Call or visit the surgery

If you cannot contact us online, you can still telephone or visit the surgery. We process all requests in the same way, so **no route is quicker than another.**



# You don't have to join the morning rush to reach your GP.

There are quick and easy ways to get in touch, and get the care you need.

- Choose the recommended routes below to **avoid queues**.
- However you contact us, a healthcare professional will assess your request **in the same way, as soon as possible**.
- Our aim is to give everyone **fair and equal access** to care.

Recommended



## Use the NHS App

It's **quick** and **safe** to contact us via the NHS App. Switch on app notifications to also receive messages about your care.

Recommended



## Visit our website

Get in touch via our surgery's website. It's **fast, secure** and your request is delivered straight to our team.

Powered by



Download the NHS App  
to better manage your care

