



# New Total Triage System

## ORCHARD 2000 GROUP PRACTICE

From **Tuesday 5<sup>th</sup> May 2026** we will be introducing a new system called Total Triage.

We understand one of the challenges our patients can face is appointment accessibility and this new system should improve the service.

Traditionally, appointments are allocated on a first come basis when ringing or coming into the front reception at 8am.

Medical and admin request forms can be submitted between 8am and 6:30pm Monday to Friday.

### How does Total Triage work?

The new Total Triage system makes it easier for patients to contact the Practice at a time convenient for them by submitting an online request form. All patient requests will now be assessed first before an appointment is booked. This helps us ensure you receive the **right care, at the right time, from the right professional**

For those patients who do not have online access, a member of the admin team will be able to submit the online request form on your behalf over the phone.

All medical requests will be reviewed and triaged within 24 working hours from the time they are sent in.

You will be contacted and advised whether you should see a:

- GP/clinician the same day
- GP/clinician within 1 week
- GP/clinician routinely within 2 weeks
- MSK/physio specialist
- Social prescriber/mental health team/health and wellbeing team/women's health nurse
- Clinical pharmacist
- Local pharmacy team
- Practice nurse team
- Or any other service deemed appropriate

### When and how will I receive a response?

All medical requests will be reviewed and triaged within 24 working hours from the time they are sent in. All admin requests will be actioned within 48 working hours from the time they are sent in.

If your preferred method of communication is SMS, then you will receive all updates regarding your online request, including booking links, this way. For all other preferred methods of communication, a member of the admin team will call you.



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### **Will I receive a quicker response if I attend the Practice?**

No, you will be required to complete the same online request form. If you do not have online access, a member of the admin team will be able to submit the form on your behalf, but it will still be triaged within 24 hours of the time it is sent.

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

- To improve access to care
- To reduce waiting times
- To ensure urgent cases are prioritised

We understand this is a change to how things have worked before, and we are here to support you through it.

**Thank you for your patience and cooperation.**