

# Total Triage: Frequently Asked Questions (FAQs)

## Belmont Medical Centre

We are introducing Total Triage so every request for help is assessed first. This helps us priorities urgent needs, reduce waiting times, and make sure you receive the right care at the right time. If you can't use the internet, please call or visit reception and we will help you submit your request.

### What is Total Triage?

Total triage ensures every patient request is assessed promptly by a dedicated Clinician. Instead of booking directly with reception, you complete an online form describing your issue. A GP reviews your request and decides the urgency and best care pathway.

This system allows the practice to priorities patients based on clinical need, ensuring that those who require immediate attention receive it promptly, while others may be scheduled for routine appointments or directed to other appropriate services. This system aims to streamline the care process, reduce waiting times, and make sure you receive the right care at the right time.

### Where can I find the online form?

You can access the form via:

- Our practice website: [Belmont Medical Centre](#)
- NHS App (recommended for verified details) – under Services tab [Log In](#)
- Online services: SystmOnline or Airmid App

### Do I need to register or have login credentials?

No. You can submit a request without registering. However, using the NHS App makes the process easier as your details are pre-filled.

### What if I do not have internet access or struggle with forms?

Our phone lines remain open for patients who need help. Our Reception team will help you. We also have an iPad in the waiting area for patients to use.

### What if I do not feel comfortable sharing information with a receptionist?

Submitting the online form yourself allows you to share information privately. If you cannot go online, you will need to provide details by phone so we can help you appropriately.

### Can the service be used with tablets and smartphones?

Yes. You can use a computer, smartphone, or tablet to access the service.

### What if English is not my main spoken language?

Our team can arrange interpretation services if needed, whether you call or visit in person.

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### What should I do if I am having trouble submitting an online request?

Contact us by phone or visit the surgery. Our reception team will help you complete the process.

### What kind of information do I have to provide?

You will be asked about your symptoms, how long you have had them, and your most up to date contact details so we can respond.

### Can I submit a request on behalf of someone else?

Yes. You can submit on behalf of a child or someone you care for. Tick the box on the form indicating you are submitting for someone else.

### What happens after I submit a request?

A GP reviews your request and decides the urgency and next steps. Urgent cases are prioritised. You will receive a response advising what will happen next.

### How will I be contacted?

You can choose your preferred contact method: phone or email. If a receptionist submits the form for you, we will use your existing preferred contact details.

### How do I know the practice has received my request?

After you click submit, you will see a confirmation message on your screen. Then wait for us to contact you.

### How long before I receive a response?

We aim to respond within two working days. Urgent problems are handled sooner, usually within a few hours.

### Will I get an appointment quicker if I speak to reception?

No. All requests are assessed equally, whether submitted online, by phone, or in person.

### What happens if I need an urgent appointment?

We have a duty doctor daily for urgent problems. Same-day assessments will be booked or directed to an appropriate service.

### Can I still request a face-to-face appointment?

Yes. You can indicate your preference for face-to-face or telephone on the form.

### What if my condition is life-threatening?

Call 999 for life-threatening emergencies. For urgent but not life-threatening issues, call 111 or visit 111.nhs.uk.

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### What if I have more than one issue?

Please submit one issue per form so we can give each problem the attention it needs.

### Will I still be able to see my GP?

Yes. If your issue requires a GP appointment, we will arrange it. Some issues may be better managed by other clinicians such as a pharmacist.

### Will I have a choice of clinician?

We aim to book you with your usual GP where possible. You can request a specific clinician on the form, subject to availability.

### Can I use the service for prescriptions, test results, or admin queries?

Yes. You can use eConsult for prescription renewals, test results, and admin queries.

### Is my personal data safe?

Yes. Data is stored securely within NHS-approved systems and complies with GDPR and NHS data protection standards.

### Why are we making this change?

Our current system is under pressure, with long waits for routine appointments. Total triage ensures fair access and safe care based on clinical need.