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Dear Patients,

On Monday 03 February, we will be changing our appointments to a Total Triage system.

This a "Modern General Practice" model to make access to care and treatment easier for patients and improve patient satisfaction. This is a national NHS project, and all general practices must adopt this system by 31st March 2025.

Total Triage means every patient will have to provide some information for the reasons why they are contacting the surgery. Patients will need to click on this link <https://shifasurgery.webgp.com/> to submit their request or by completing the form via our website. We appreciate that this may not be possible for some patients. If you are unable or do not have access to the internet, then you can contact the surgery in the usual way and one of our care navigators will complete the form for you over the telephone which will be added to the list for the clinician to review and triage in the same way.

All clinical requests will be triaged by one of our experienced clinicians who will decide what the best course of action is. To help our clinicians prioritise patients who may need more urgent care, where necessary we may need to ask a few more questions.

The triaging clinician will either offer you a Face to Face or Telephone appointment or you may receive a reply with self-care advice or signposted to a more appropriate service.

We understand change can sometimes be difficult, but we are confident that Total Triage will have many benefits including:

- Addressing the increasing demand for appointments
- Avoid the frustration of the 8am telephone rush
- Reduce waiting times for appointments
- Make accessing the practice more convenient

We would like to thank you in advance for your patience and support during this transition.

Kind regards,

Shifa Surgery