

## Total Triage FAQ's

- **What is total triage**

Total Triage means that all requests for appointments or advice will be assessed first by a clinician or trained care navigator before an appointment is booked. This allows us to ensure that every patient receives the most appropriate care, at the right time, in the right place and with the right healthcare professional.

- **Why are we making this change**

- To improve access to healthcare and reduce waiting times
- Stop the 8am rush
- To reduce waiting times on the phones for patients
- To enable patients to get an appointment when needed
- To ensure urgent issues are prioritised appropriately
- To make better use of our clinical team's time and expertise
- To support patient safety and continuity of care

- **When will the change take place**

**10<sup>th</sup> December 2025**

- **Will there be any support for patients in the run up to the go live date?**

To support patients with this change, we will be holding 2 drop-in sessions at both Clayton and Allerton sites. These sessions are for anyone who has questions or needs help registering for online services:

**Thursday 27<sup>th</sup> November Clayton and Allerton – 09.00 to 11.30 and 14.00 to 16.30**

**Wednesday 3<sup>rd</sup> December Clayton and Allerton – 09.00 to 11.30 and 14.00 to 16.30**

- **How will a patient make a request**

We are asking all our patients to use an online form to contact us, both for booking appointments and for other enquiries. This can be accessed via Hollyns Health and Wellbeing [www.hollynshealth.co.uk](http://www.hollynshealth.co.uk) or via the Airmid App (previously known as SystemOnline)

Once your account is set up for SystmOnline/Airmid, you'll automatically have access to new features starting on the go-live date, like the ability to request a fit note or report a new condition.

If you'd like to register for SystmOnline/Airmid, please visit the practice to complete an online access registration form with photo ID and where possible proof of address such as a utility bill or bank statement.

- **What time can requests be made**

Between 08.00 and 18.30

- **What if the patient does not have internet**

A family member/friend can submit the request on behalf of the patient

The patient can visit the practice and use one of the tablets provided in the reception area (staff will help if required)

- **How soon will a patient receive a reply**

The practice team will consider the request for an appointment or medical advice **within one working day**

The patient may be offered a telephone or face-to-face appointment, signposted to another service (e.g., pharmacy, physiotherapy), or provided with advice or prescriptions without needing to attend the surgery.