

The Nuffield Practice

Improving Access to Care: Moving to a GP Triage System on 4th December 2025

What is changing?

In line with the new GP contract and Government directive our Practice will be changing to a GP Triage system for all GP and urgent appointment request. This is a way of managing care requests, designed to ensure that all patients are assessed on clinical need and then directed to the most appropriate care, by the most appropriate person, in the most appropriate timeframe.

Every request for GP appointments made during the surgery hours will be reviewed by an experienced clinician.

You can request care in the several ways;

- Online through our online consultation tool or through the NHS APP - this is the most efficient way to contact the surgery for medical and administrative queries
- By telephone – If you are unable to access the online, our team will help fill in the form with you on the phone
- In person at reception – speak directly with our reception team who can help you complete the form

Depending on the nature of your request, you may receive:

- A face-to-face or telephone appointment with a GP – the clinician may arrange some investigations like a blood test, X-ray or scan before the appointment so that the results are ready to discuss in time.
- A consultation with another member of our clinical team — such as an Emergency Care Practitioner, Nurse or Clinical Pharmacist
- A prescription, medical certificate or advice without needing an appointment.
- A direct referral to a specialist service if needed.

How can you contact us

We will be using **AccuRx**, a secure, **NHS-approved** online consultation platform used by GP practices across the country. With AccuRx, you'll be able to **contact the practice online** for medical or administrative requests using simple, easy-to-complete forms. It's quick, safe, and designed to make getting help and advice from your GP team even more convenient.

If you haven't used AccuRx yet — don't worry. We're here to help and will continue to support all patients, regardless of how you prefer to get in touch.

For a short guide on how to complete the form, you can watch a video here
<https://www.youtube.com/watch?v=4EDwg-feeUI>

eConsults

- We will continue to use eConsult — our existing online consultation tool as part of our extended hours service still available to book an “e-consult” this is available Monday - Thursday from 18:30 to 21:00, and on a Sunday from 16:30 - 21:00. Please note: Due to capacity the E-Consult service has a restricted Cap <https://thenuffieldpractice.webgp.com/>

Nurse appointments

- You can use the ‘admin or routine care request’ option of the online form to request a Cervical Smear appointment, NHS Health Check, or a pre travel appointment, and our reception team will respond to you
- All other appointments with **Practice Nurses** and **Healthcare Assistants** can continued to be booked as usual by calling 01993 703641

Equal Access for All Patients

Every request – regardless of the way you contact us – will be treated equally, so no one is left out or disadvantaged.

Help Us Help You

It’s important that you provide as much **clear information** as possible so the GP can assess your clinical needs without delay.

The more information you provide, the quicker and more effectively we can help.

Examples of not enough information:

- “I’ve had a breathing issue for a while”
- “I want to discuss a problem with my arm”
- “My medication isn’t working”

Important

- For medical requests, you can also attach a photo to support the triage process. We recommend this if there is something a GP can review. **Please do not send photos of intimate areas.**
- If at any point your condition worsens or becomes urgent, call **NHS 111** immediately for urgent medical help or **999** in an emergency.

Accessing care when the surgery is closed

This won’t change. Depending on your problem please continue to speak to your pharmacist, use NHS 111, or A&E as before when the surgery is closed or call 999 in an emergency.