What is happening?

On Monday 5th October we are moving to a system known as Total Triage. This means that every request for an appointment will be triaged by a doctor before the appointment is confirmed.

For every request for care that you make, we will ask you some questions to try to understand what your needs are and get you the correct care for that problem as quickly as possible. This will mean either filling in a simple form online using Blinx PACO via our website or talking to one of our human Care Navigators who can fill in the form on your behalf. Care Navigators are members of our reception team who have undertaken specialist training in supporting patients to access the appropriate care. They can only navigate down pathways as directed by our GPs.

That form will then be reviewed by our duty GP (The Triager) who will decide how best to manage your problem. All triage decisions will be made by a suitable qualified clinician and not a Care Navigator.

That decision will allow you to access appropriate care which may be:

A same day face to face appointment

A same day phone call or email

A prescription to help your problem

Some advice about self-care

A "soon" face to face appointment or phone call (2-5 days)

A "routine" face to face appointment or phone call (2-4 weeks)

An appointment at a service in our community

Referral to a community pharmacy

Advice about appropriate care elsewhere.

You will then be able to book your appointment online, at a time that suits you, or ask our Care Navigators to do it for you.

Every request for care submitted before 5:30pm will be triaged on the same day.

Requests after 5:30 pm may be deferred until the following working day and should not be used for urgent issues. All urgent issues after 5:30pm should be phoned through to reception on 0151 727 2440.

Home visit requests, for those patients who are genuinely housebound or receiving palliative care, can be booked by phoning before 11:30am any morning and will be triaged appropriately. Requests received after 11:30am may be deferred until another day.

How will I be informed of the triage decision?

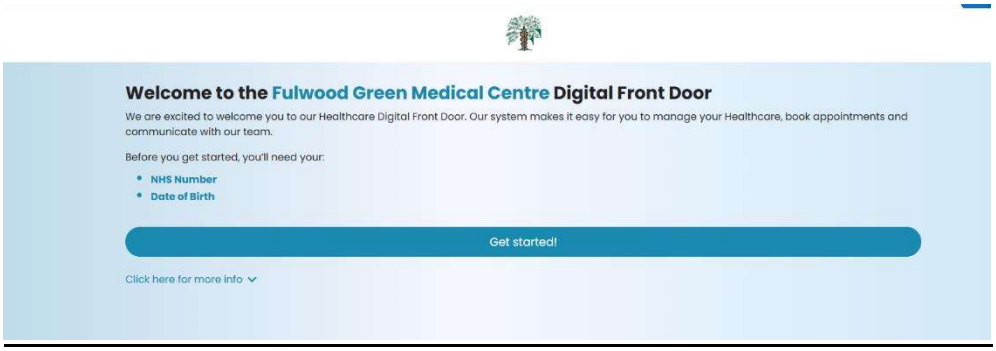
The triage forms or our Care Navigators will ask for your preference of SMS (text) message or e-mail or whether you prefer a phone call. For forms submitted by 12 noon, your will be informed of the outcome by 1:00pm. For forms submitted after 12 noon, you will be informed of the outcome by 6:00pm.

It is the patient's responsibility to ensure that their chosen communication method is accessible and that you check for messages so you can respond in time, especially if the outcome is a same day face to face appointment. If you miss a call or do not respond in time then you will need to begin the process from the beginning again.

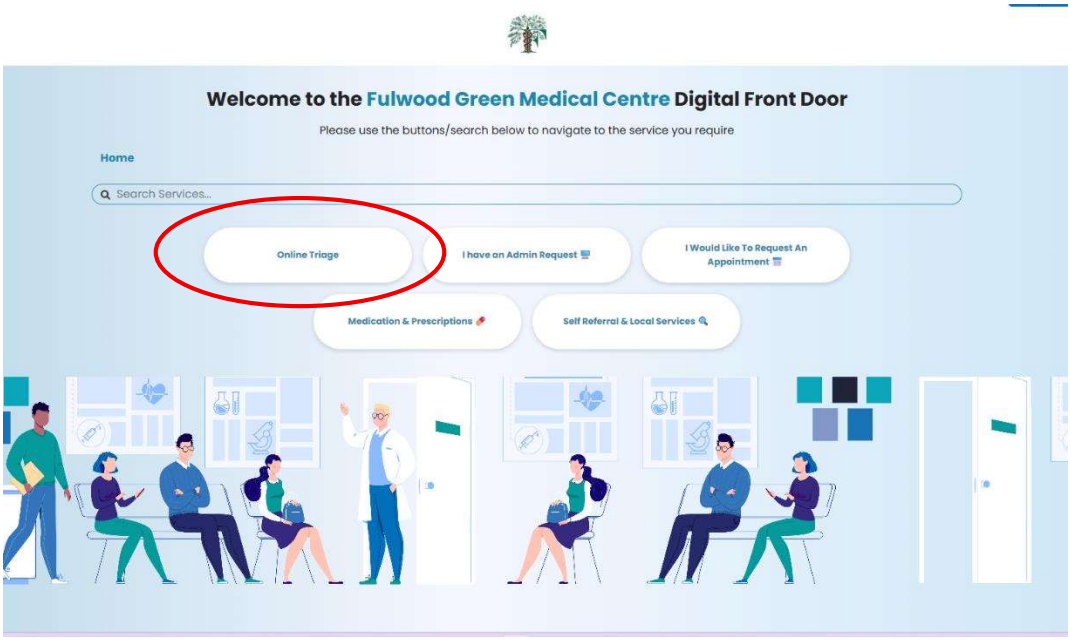
For more information, please visit our website www.fulwoodgreen.co.uk

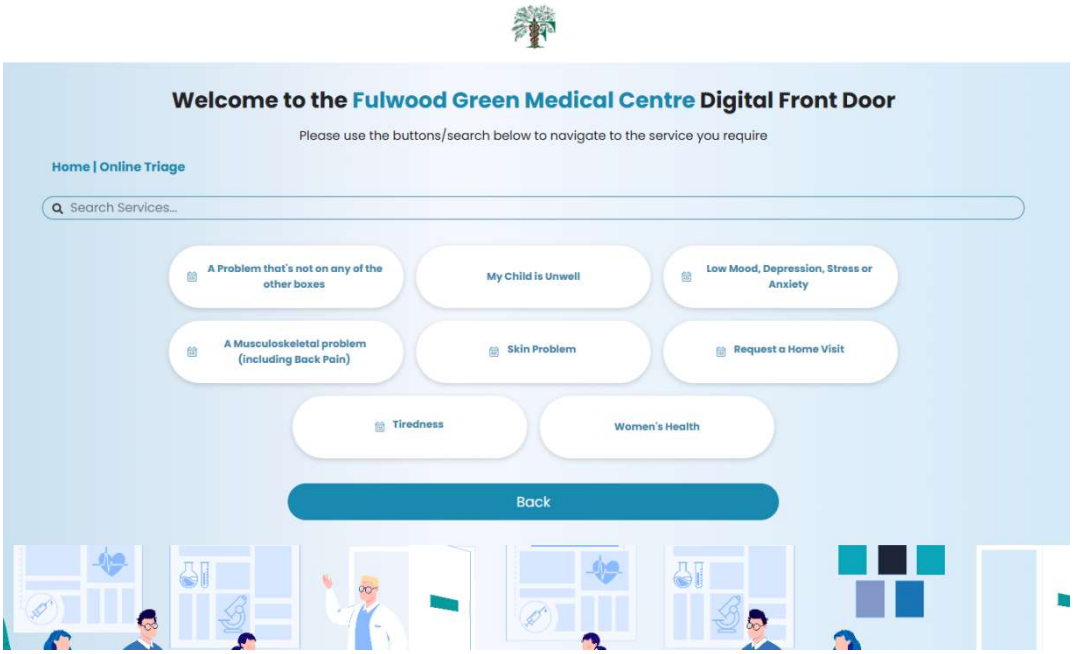
Step-By-Step Guide to Submitting a Triage Request on our Website.

1. Go to www.fulwoodgreen.co.uk
2. Click on "Online Triage" to enter our Digital Front Door

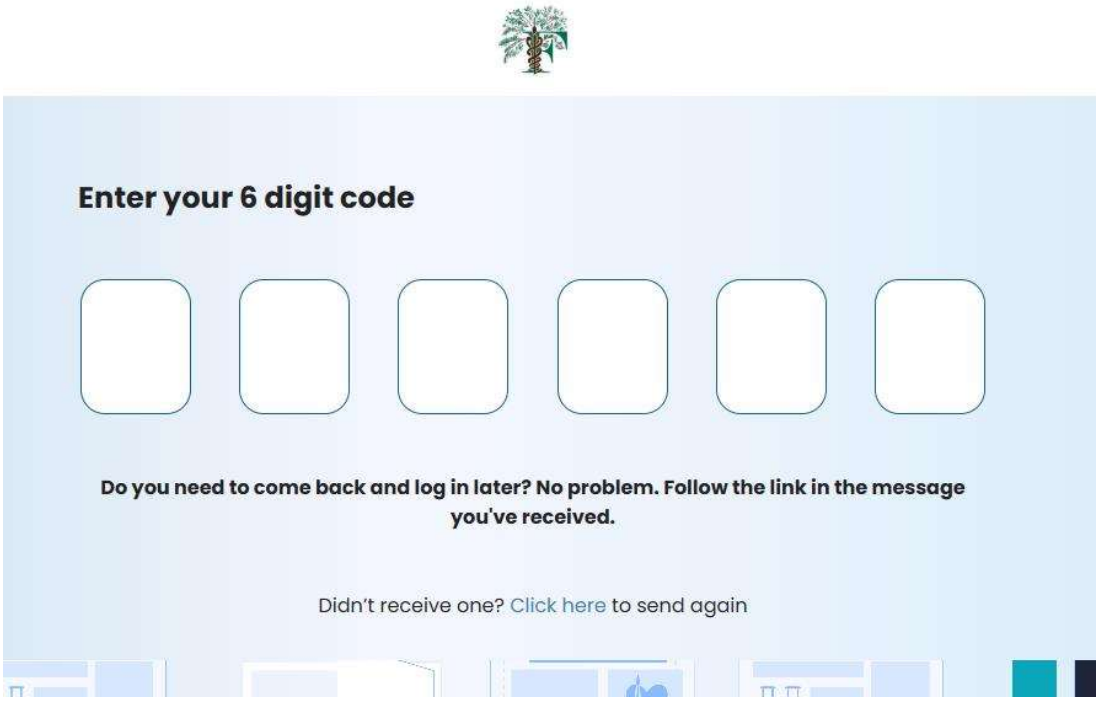


3. Follow the online triage pathway that best fits your symptoms

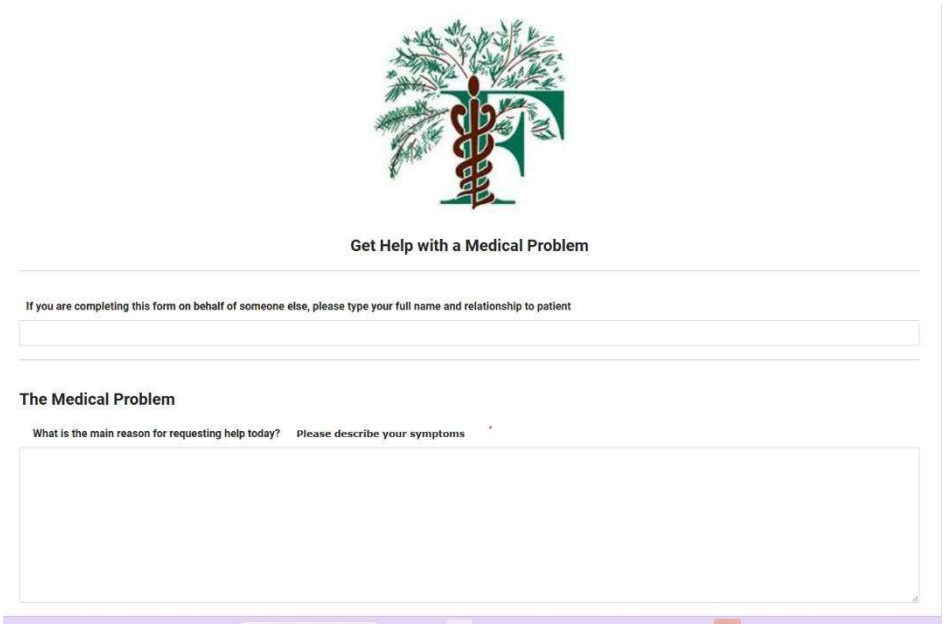


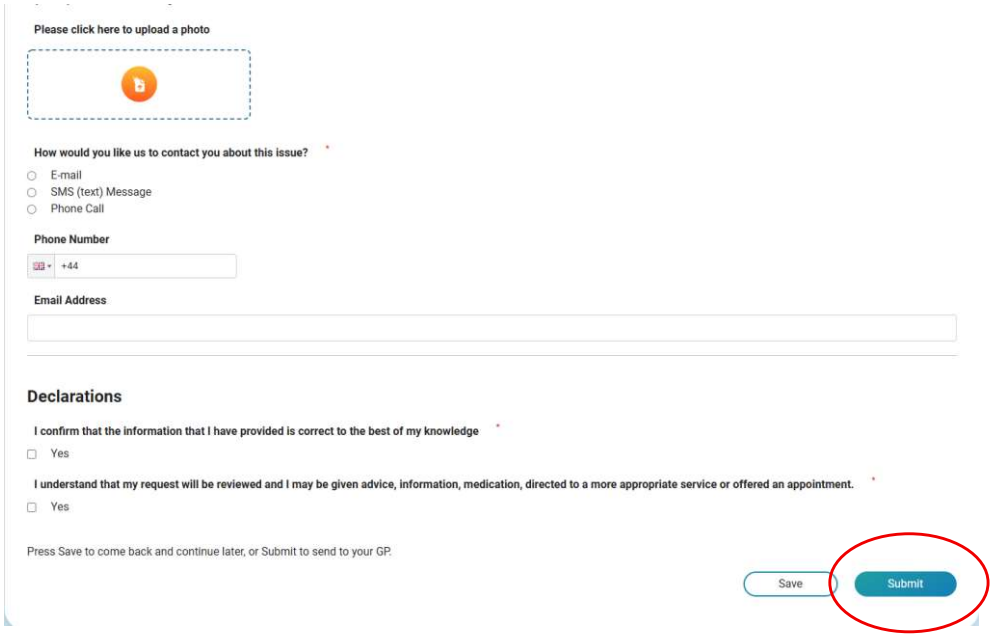


4. Enter your details and we will send you a code to access correct triage form by email. You have 30minutes to complete it or you will need to start the process again.



5. Complete and Submit the Form to us





6. We will contact you with the triage decision within half a day.