

# PARK LANE SURGERY

## RAPID HEALTH POINTERS

### QUESTIONS & ANSWERS LEAFLET

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Our new system is designed to prioritise **clinical NEED for an appointment**; this means that appointments are not distributed on a first-come first-served basis.

Attending the surgery to book your appointment WILL NOT increase the chances of getting an appointment.

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If you are wanting to book a GP appointment, the triage form will need to be completed whether you:

- Attend the surgery
- Phone the surgery
- Use and access the internet

We would **always** recommend using the internet IF you have access, the triage form asks specific questions to triage the urgency of your problem and can take up to 10 minutes to complete over the phone.

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IF you cannot access the internet, we would recommend calling us rather than attending the surgery.

Anyone that can access the internet, **should complete the form online**. This allows us to spend time on the phone with those who can't.

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Our appointment system now uses your EMAIL to respond. Please make sure you are checking your emails for a response or a link to book your own appointment.

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Occasionally, we do run out of appointments. if you complete the online triage form and it states no appointments are available, **please continue to proceed**.

The form will then come into our inbox where we can signpost you to the most appropriate service to help you.