

Birchwood Medical Centre

GP Appointment Triage



From Monday 25th November 2024, Birchwood Medical Centre will be operating an Online Triage System each morning for GP appointment requests.

You will be asked to complete a short questionnaire that will go directly to the GP, and they will decide on the most appropriate course of action or appointment that would help you.

You may be offered an appointment with the GP on that same day for urgent medical problems. The GP may triage your request and offer an appointment for another day depending on the level of urgency.

Online Triage is open Monday to Friday from 8.30 am and will close when we have reached capacity.

If you are unable to complete the online form, please ring reception on 01925 823502. The Reception Team will be able to complete the same triage form for you depending on appointment availability that day. The Receptionists will need information for the doctor so they will have to ask questions.

Patients can request a certain GP, and we will try to accommodate this where possible, but this may not always be possible.

These completed forms go to the GP who is triaging appointment requests on that day. They will then appoint an appropriate appointment for you with the most appropriate clinician or may advise you directly. You will receive an update via text message, or our reception team will be in touch with you once your appointment request has been triaged.

Why are appointments changing?

We have listened to patient feedback about their experiences when trying to book appointments at the surgery & we wanted to improve this for you when you contact the surgery regarding a health concern.

This new triage system for requesting GP appointments will mean your request is triaged by a GP so you get the right appointment with the right clinician for the specific health problem that you have.

Contact us online

Need help with a medical or admin request?

[New request](#)

systemconnect

HOW TO SUBMIT A REQUEST



Contact us online

Need help with a medical or admin request?

New request

systemconnect

There is a new banner on the home page on our practice website which will link directly to the Online Triage Request form.

Once you have clicked on the banner from our website, you will be taken directly to the SystemConnect Online Triage Page for Birchwood Medical Centre.

From here, you can select:

Medical Requests:

- **New Condition** – to get help with a new condition or symptoms you have
- **Existing Condition** – to get help with an ongoing health problem which you have already seen a healthcare professional about.

Admin Requests:

- **Fit Note Request** – Ask for a fit/sick note

Please note:

- Please submit only 1 online appointment request for 1 health issue.
- To make an appointment request, you should only use the Medical Request form, **not** the Admin Request form.

If you submit a request for an appointment regarding a health problem using the Admin Request form, your request will not be triaged by the GP & you will be asked to resubmit your appointment request using the correct form

What do I do if I cannot complete an online appointment request because you have reached full capacity on that day?

If you need an urgent appointment and the online request form is unavailable because we have reached capacity, please call the surgery for help on 01925 823502.

Alternatively, you can contact NHS 111 for urgent medical advice.

How do I make an appointment with the Nursing Team?

You can book appointments with our Nurses or Healthcare Assistant by calling reception as normal on 01925 823502

Can I request an appointment for a family member or friend?

Yes, You can submit an appointment request form on their behalf. Please make sure you have their consent to contact us on their behalf.

I am housebound, how do I request a telephone appointment with a GP?

You can request a telephone appointment by completing the online triage form.

How do I request a Home Visit?

If you are housebound & you need an urgent home visit, you can call us on 01925 823502. A member of the admin team will take your request & pass it onto a GP to review.