

Triage Appointment System

17th February 2025



Roxie Frost
Practice Manager
East London NHS Foundation Trust

We care *We respect* *We are inclusive*

We are delighted to start 2025 by sharing some positive news about changes to our appointment system.

From February 17, Leighton Road Surgery will be providing an improved digital service for patients that will enable our team to quickly understand your needs and make sure you receive prompt help or advice.

Between 7.30am-4.30pm Monday to Friday, patients will be able to complete an eConsult form on the website. This live form will be used to assess what support you need.

A doctor will review the form and contact you with an appointment or to share details of the right service for your needs.

This service is for anything medical and should be used by all patients, apart from those who receive routine annual reviews for conditions including asthma and diabetes.

This will be our main contact for patients and will hopefully reduce the traditional 8am phone system logjam of patients calling for same-day appointments. It will also hopefully provide a more convenient option for others who choose to queue outside the practice from 7.30am to request an appointment in person.

You will also be able to use eConsult between 7.30am-6.30pm Monday to Friday for administrative and prescription queries.

This change will save time for patients and the practice team, providing a more efficient and effective process for providing care.

We also appreciate that not every patient uses the internet. Any patients who don't feel comfortable accessing the website, or those without internet access, can call our friendly reception team who will complete the digital form and submit on their behalf.

We will be promoting the new service within the practice and through social media.

The same process has been successfully introduced at Bassett Road Surgery, which is the same practice size as Leighton Road Surgery.

We believe the change will have a positive impact for you and for our team.



Main Points



If you can't use the internet or don't have internet access, reception can fill this in for you on the phone or at the desk.



Any medical issues, the form will be open 7:30am – 16:30pm.



Any administrative or prescription issues, the form will be open 7:30am – 18:30pm.



Once you have filled in the form you will be contacted by the surgery within 48 hours, with either an appointment or signposted to the correct service.



This will ensure every patient receives the appropriate care by the appropriate service or clinician.

Total Triage – Why?

To reduce the number of phone wait time to the surgery.

To reduce the 8am rush and queues out of the front door.

To improve continuity of care.

To improve “did not attend” rates (missed appointments).

Give equal opportunities of care.

Our current system is overloading us and it's not a great experience for the patients, or the staff. We are currently struggling with capacity issues.

Deliver care to our patients, too many being turned away due to lack of capacity.



What you will need to do from 17th February 2025

1

Go to our website.

2

Click the eConsult link.

3

Fill in the form.

4

Wait to hear back from our dedicated triage team.