



Important Update: New Total Triage System at Ailsa Craig Medical Practice

Dear Patients,

As part of our ongoing efforts to provide the best possible care, Ailsa Craig Medical Practice will be introducing a new system called **Total Triage starting from 14/10/2024.**

What does this mean for you?

- All requests for GP appointments, whether urgent or routine, will need to be submitted either online or via phone.
- Our trained clinical team will review all requests to ensure you are directed to the most appropriate service.
- You may be offered a telephone or video consultation, advice via text, or a face-to-face appointment, depending on your needs.

Why are we doing this?

- This new system helps us manage demand more effectively, ensuring that patients who need urgent care receive it promptly.
- It reduces waiting times and ensures that patients get the right type of appointment and care from the right healthcare professional.

How do you contact us?

- Online: Visit our website and complete the online consultation form.
- By phone: Call us on 0161 224 5555, and one of our team members will guide you through the process.

We appreciate your understanding and cooperation as we implement this system to improve our services and ensure you get the right care, at the right time.

Thank you for your continued trust in Ailsa Craig Medical Practice.

Best regards,
Practice Manager
Ailsa Craig Medical Practice



New Online Appointment Booking - Start Date 14th October

We know from your valued feedback how difficult it can be to get through to the practice on the telephone to arrange an appointment. Despite increasing our phone line capacity and employing more care coordinators to take calls, waits can still be long at peak times.

This model of practice is called Total Triage and helps us to prioritise urgent care and utilise the many members of our skilled primary care team appropriately.

All requests for medical advice and treatment, and all other administrative queries can be quickly and easily submitted via the online form.

The form is available on our website: <https://ailsacraigmedicalpractice.co.uk/> If you do not have access to a smartphone, or computer, or are unable to use the online form you will still be able to telephone the practice. A care coordinator will be able to submit the form on your behalf by completing it with you over the telephone. However, it will greatly improve access on the telephone if all those patients that CAN use the online form do use it. Completing the form online will be quicker than waiting on the telephone.

We are committed to providing excellent access to appointments for all our patients and are excited about incorporating new processes that we feel will improve our patients' experience of contacting the practice.

For and on behalf of The Partners Ailsa Craig Medical Practice

