



**TAMAR
VALLEY
HEALTH**

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Patient Triage System FAQs

What is patient triage?

Patient triage is a new way for patients to contact the surgery for health support. It allows you to submit your request online, which is then reviewed by the practice triage team to ensure you receive the most appropriate care, within an appropriate time frame.

How do I access the patient triage system?

You can access the system via the practice website by clicking on the contact us online link. This will take you to a simple online form where you can submit your request. If you don't have online access, you can still contact the health centre by phone and the team will support you to complete the form. Patients who are registered for the NHS app/ log in, can also access our online form via the NHS website or app.

What can I use patient triage for?

You can use patient triage to:

- Request advice & appropriate appointments for a health concern
- Seek help for a minor illness
- Request sick notes, test results, or referral updates
- Ask about prescriptions or medication queries

- Query self-referral & self-help support

When can I submit an online triage request?

You can submit a request during the practice's designated triage hours (8am to 5.30pm). Outside of these hours, alternative options will be signposted on the practice website & via our phone system.

How quickly will I receive a response?

The practice team aims to review & assess requests on the same day if submitted before 3pm or next working day if submitted after 3pm. If your request is urgent, you are advised to call the surgery.

Please note - Reviewing and assessment of the request either on the same day or next working day does not necessarily equate to an appointment within that time frame. Patients will be offered an appropriate outcome based on their request and information provided.

Can I use the online triage system for urgent or emergency care?

No. Health Centres are not the appropriate place for a medical emergency, patients can call 111 for advice if they are unsure if it is an emergency or urgent care that is required. If you have a medical emergency, such as chest pain, severe breathing difficulties, severe bleeding, or signs of a stroke, you should call 999 or go to A&E immediately.

Is the system easy to use?

Yes! The online triage system is designed to be user-friendly, guiding you through simple steps to ensure your request is handled appropriately.

What happens after I submit a request?

Your request will be reviewed by a member of the practice triage team, who will decide on the best course of action. You may receive a phone call, text message, or be booked for an appointment, depending on your needs.

Can I submit a request on behalf of someone else?

Yes, if you are a parent, carer, or have permission to act on behalf of the patient, you can submit a request for them.

Will my information be secure?

Yes. Accurx (our online triage provider) follows strict data protection regulations to ensure your personal and medical information is kept safe and confidential.

Do I need to register or download an app?

No, you do not need to register or download an app to use the system. You simply access the online form via the practice website. We do recommend the NHS app, patients can use this to order medication & communicate with us.

Can I still book appointments by phone or in person?

Yes and no, the online triage system is an additional option to make accessing care easier, but you can still contact the surgery via phone or in person if needed. Some appointments can be booked in the same way they have always been booked, e.g. nurses appointments, some require a member of the triage team to review the request first to help us manage the on the day requests.

What if I don't have internet access?

If you don't have internet access, you can still contact the practice by phone, and the reception team will help you in the same way.

How does patient triage benefit patients?

Patient triage makes it easier to get the right care without the need to wait on the phone or visit the practice unnecessarily. It ensures medical staff can prioritise urgent cases while helping others efficiently.

Why are practices moving to a triage model?

The [core digital offer](#) in the GP contract means practices **must** promote and offer online consultation tools and secure two-way messaging systems (online messaging tools) to patients.

Total triage – every patient that contacts the practice is first triaged before an appointment is arranged. All patient requests are screened and signposted by the practice to the next step of their care journey. Practices use a combination of both digital and traditional pathways to achieve this.