

# FAQs

Answering your questions about our new Triage form, Accurx Patient Triage.

## 1. Opening Hours and Availability

**Q** When will the new form be open for me to submit my request?

**A** Our New Triage form goes live on **Monday 12<sup>th</sup> January 2026**.

**Q** What are the opening hours of the new form?

**A** Our form's opening hours will be kept under review and may change to better suit clinical needs.

Our current expectations are:

**New and Ongoing Medical Requests** will be available from 7am Mon-Fri and will close when we reach safe working limits. This will likely be mid-afternoon but will be reviewed on a day-by-day basis.

**Routine and Admin Requests** will be available for the duration of our core hours: Available until 6.30pm Mon-Fri, excluding Bank Holidays.

## 2. Process

**Q** How long will it take to receive a response to my request?

**A** We will aim to respond to all medical requests the same day that they are submitted. Routine and Admin requests, or medical requests submitted late in the day may not be answered until the next working day.

**Q** What if I have more than one problem I need attention for?

**A** As with our current system, you will need one appointment per medical request. All submissions are assessed individually, so if you have two issues you would like to address, you will need to complete two forms.

**Q** When should I use the “Routine Request” option, rather than the “New or Ongoing Health Problem” option?

**A** You should not use the Routine Request option for new or ongoing symptoms.  
If you have symptoms that are getting worse or are not going away, you will need to complete a medical request using the “I have a health problem” option.

The routine care option should only be used for requests from one of the following categories:



- Annual Learning Disability Health Check
- NHS Health Check (aged 40-74)
- Cervical Screening (Smear Test)
- Long Term Condition Review (eg. COPD, Asthma, Diabetes)
- Medication Review (including HRT and contraception pill checks)
- Pre-Travel Appointment
- Monitoring Blood Tests (eg. long term conditions and medication)
- Smoking Cessation Support
- Vaccinations (eg. childhood, shingles or flu)
- 6-week postnatal check

### 3. Accessibility



**Q** How will I book appointments if I don't have internet access?

**A** You can still call the surgery and speak to a member of our team who will ask you the same questions over the phone that you would have completed on the form.  
Alternatively, you can use one of the two tablets in Reception to complete your request.

**Q** Will I need an NHS Account in order to use the form?

**A** The NHS App is just one of many ways you can access our form. If you have an NHS App account, it may make the process quicker for you.  
If however you don't use the NHS App, you can still access the form using the link on our Website which can be found on our home page.



## 4. Impact

**Q** Why will this system work better than the one you had before?

**A** We learnt a lot from our old system, and spent a lot of time adapting our ways of working to suit our needs and the needs of our patients.

- Feedback from patients indicated that the form was too long, and the multiple choice questions were too restricting.
  - Our new form has just 4 mandatory questions, and 3 optional questions.
- Our GPs told us that they preferred the free-text submissions they received, where requests were submitted in the patients own words.
  - Our new form is made up of free-text questions, rather than a series of multiple choice options.
  - Please ensure you include as much information as possible in your submission so that we can triage your request effectively.
- Our Patient Services Team found that two-way communication and self-booking through another external tool wasn't as easy to use as the texting system we already used.
  - Our new form is supplied by Accurx, which is the same company we have used for sending text messages. This means that all communication can stay in one place, and the software is already very familiar to our team.

With all this in mind, we think the new form will work better for both patients and staff.

**Q** After you launch, will there be a review period?

**A** This system will be in constant review. As time goes on we will learn more about our capacity and demand, and will make changes to ensure that we are meeting that demand as best we can.

Throughout the process, we will be collecting your feedback, so make sure you head to our website to submit your thoughts.

[www.moatfield.co.uk/feedback-appointment-system](http://www.moatfield.co.uk/feedback-appointment-system)

For further information about our new system, visit our Website to find our Announcement video and a video Demonstration of the new form.