

PPG

(Patient Participation Group)

Appointments Finding my Way



When the new online Triage system was first introduced I panicked a bit. Now I'm surprised at how simple it is - once I got used to it!

If any of you reading this still find it tricky to manage, let Patient Voice know and they'll help. Email the practice and ensure the subject is FAO: PPG.

This is what I do. I go to the Bridge House Medical Centre website, scroll halfway down the Home Page and make straight for the Online Triage provided by Accurx. I click "submit a new request" and I'm off. What I like is that once I make it clear it isn't an emergency I get a drop-down window with the chance to use my own words to say what the problem is, no trying to fit my symptoms into a pre- written form! I can say what I've been doing to look after the symptoms and what kind of advice I need. You can even include a photo of an injured area, which I've done. You can also say how you want to be contacted: text, phone or email.

Once I press 'send' I know that the form will be submitted to the Practice and seen immediately by a GP. They reckon urgent cases are contacted within four hours! They get in touch with all other patients on the same working day. I am sometimes astonished at how quickly I hear from them even when it's not urgent. I also get put in touch with the services I need so no-one's time is wasted, including mine.

One other thing I learned. The triage process is for all sorts of queries, not just to make appointments. For example, if you can't get hold of drugs you need, or a query about your reaction to a medication you have been prescribed. It's a really good system. I have grown to love it!

Hope this helps,

Celia Tanner
(Bridge House Medical Centre Patient)

If you are worried about filling in the form, have a trial run. The form will not be submitted until you press continue on the **Communication preferences** page.