



## LONDON ROAD SURGERY

Dedicated to providing care, committed to patient safety, hearing our patients and supporting our diverse community

London Road Surgery  
The Health Centre  
84-86 London Road  
Bedford  
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01234 266866

Joint Practice Manager (Quality, Safety & Performance) - Kirstin Frost  
Joint Practice Manager (Finance, Estates & Operations) - Taya Cleghorn

[www.londonroadsurgery.co.uk](http://www.londonroadsurgery.co.uk)

# Total Triage – Frequently Asked Questions

During July 2024 London Road Surgery held a series of Patient Engagement Sessions around our new appointment model, Total Triage, launching 5/8/2024.

Below are the commonly asked questions from the sessions.

## How do I complete a SystemConnect?

SystemConnect is our online consultation provider and is accessible via our website

<https://www.londonroadsurgery.co.uk/>

To fill in a SystemConnect choose the **RED BOX** on the website home screen that says, 'Online Consultation or Request'.

There is an option to login in using either SystemOnline or NHS login. However, **you do not have to register to complete a SystemConnect**. If you continue with one of the logins mentioned this will only pull in your name and patient details. It does not link to your medical records.

Choose one of the appropriate options available and follow the prompts.

## What do I do if I am unable to complete a SystemConnect online?

Please call the surgery or come into the surgery as you previously did. The receptionist will ask you for some information and complete the SystemConnect on your behalf.

## What happens if I do not want to disclose why I am contacting the surgery?

We understand that there may be some things you do not feel comfortable telling the receptionist or writing in the SystemConnect. However, it will make it difficult to get you the right help in the right timeframe if the doctor does not know why you are contacting us.

We recommend providing any information you feel comfortable disclosing, whether this is a new issue or an ongoing issue, whether you are deteriorating, etc.



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### Who is going to triage my SystemConnect?

A doctor will review medical SystemConnects working as part of the triage team. The triage team each day will consist of a doctor, receptionist, prescriptions clerk and an administrator. The team will work together to ensure that your SystemConnect gets triaged appropriately.

### Following triage how will my appointment be booked?

The default method of contact will be via text message. Patients will be sent a self-bookable link with access to all of our appointments related to the specific type the triage doctor has recommended. Patients will be able to choose the most convenient date, time, location and choose their doctor from this list.

However, this may vary depending on your communication preferences that you have set with us. For example, you may prefer we contact you via email or you may not have a mobile/smart phone and therefore we would call you.

Patients that require urgent contact will always be called in the first instance.

### Will I be able to see the doctor I usually see?

Yes. If your preferred doctor is working you will be able to book an appointment with them.

You can add your preferred doctor in the further information section of the SystemConnect and if you are booking an appointment via the self-book link you will be able to choose the doctor you see.