

Dear Patients,

To ensure every patient gets the right care at the right time, York Medical Practice will be changing how appointments are requested starting **Monday, 27th April 2026**. We will be moving to a new system known as **Total Triage**.

### How it works

When you contact us for an appointment, we will ask you to provide some details about your medical concern. This can be done most easily via our Website or the NHS App. If you cannot get online, it can also be done over the phone or at the front desk with the help of our reception team.

A doctor will then review this information on the same day to decide the safest next step for you.

This helps us to prioritise the urgency of your problem and ensure you see the right professional for your specific problem, whether that is a GP, a nurse, a pharmacist, or even directed to emergency care.

### What happens after my request is reviewed?

Depending on what you need, our clinical team will arrange the most appropriate care:

- **Urgent Care:** We will book you a same-day appointment (face-to-face or telephone) for issues that cannot wait.
- **Planned Care:** We will call or send you a booking link to schedule a future appointment for routine reviews or non-urgent issues.
- **Quick Resolution:** We will send medical advice or a prescription directly to you without the need for an appointment.
- **Self-Care / Pharmacy:** We will direct you to local services, pharmacy advice, or self-help guides.

### What if I don't have internet access?

**Please do not worry.** If you do not have a smartphone, face language barriers, or simply cannot use the internet, our reception team is still here to help. When you call or visit, a receptionist will ask you the same structured questions and fill out the form on your behalf, ensuring you are added to the exact same triage list as everyone else.

### Why are we doing this?

This change is in line with government and NHS requirements to perform information gathering at the first point of contact and to assess the level of clinical urgency for your medical problem. We believe it will make access to care fairer, safer, and more efficient. By making these changes, we aim to ensure that if you need a physical examination, getting a face-to-face appointment will be easier than it is today. We appreciate your patience and support as we transition to this improved system.

### Patient Information & Engagement Evening

We understand that this is a significant change, and we want to ensure you feel completely comfortable with the new system. To help explain the changes and answer any questions you might have, we will be hosting an Information and Engagement Evening on **Tuesday, 31st March, between 5:00 PM and 6:00 PM**. We highly encourage you to attend to learn more about how Total Triage will work for you.

Yours sincerely,


**The Partners and Management Team York Medical Practice**

# How to Access Care at York Medical Practice




I have a health concern or need help


 **Easiest:** Use our Website or NHS App

 **Call Us:** Our team will help you complete the form

 **Visit Reception:** We can help if you can't go online


## Submit a Request via our Online Triage Form


 Our Clinical Team Reviews Your Form (Daily Triage)

 **Quick Resolution**  
(No appointment needed)  
Advice or prescription sent directly to you

 **Urgent Care (Today)**  
We book a same-day appointment  
(Phone or Face-to-Face)

 **Planned Care (Future)**  
We will call or send you a booking link for a future appointment

 **Self-Care / Pharmacy**  
Directed to local services or pharmacy advice

Our Goal: The right care, from the right person, at the right time. 

You can also use this form to request prescriptions, sick notes, doctors letters or other administrative queries