

Frequently Asked Questions (FAQs)

What is Clinical Triage?

From October 2nd, every time you need to see a doctor, you will need to answer four easy questions online, via the NHS app or through a phone call with our team. This helps us send you to the right person quickly.

Patients will be offered an appointment within the RIGHT time frame, with the RIGHT clinician and via the RIGHT method (face to face, telephone, online).

Why is this happening?

NHS wants to make it easier for you to get appointments online or by phone. It helps us understand what you need faster and make sure you get the right care. Your information will be kept private and safe.

How does Clinical Triage work?

You fill out a short form online open from 7.30am on weekdays (excluding Bank Holidays). You will answer a few questions and can even upload pictures if needed. If you cannot go online, you can call us, and we will help you.

What if I cannot go online?

If you cannot use a computer or smartphone or have difficulty completing forms, you can call us or come in to the surgery. Our reception team will help you fill out the form over the phone or in person.

What happens after I send the form?

Once you send the form, a doctor will look at it. They will decide if you need to see someone urgently or later. You will not get an appointment right away, but we will contact you to let you know the outcome within 24 hours.

Will I get an appointment faster by calling?

No. All forms, whether filled out online, over the phone, or in person, will be treated the same way.

What if I need an appointment today?

If the doctor feels you need to see someone urgently, we will give you an appointment the same day, either on the telephone or in person. A member of our reception team will contact you directly to arrange an appointment after your form has been reviewed by a GP.

Who will contact me?

You will be contacted by the best person to help with your problem e.g. Doctor, Pharmacist, Physiotherapist, Nurse. This could be by phone, text, or email.

What if I have more than one health problem?

Please fill out one form for each health issue so we can understand and help you better. You may be asked to complete separate forms if you write multiple issues on one.

Can I still see my usual doctor?

There is an option to specify which GP you would like to see. One of our strengths at Brannam's is we aim for appointments to be allocated to your named GP wherever possible. We will try to meet this request, availability permitting.

What is self-book?

Our team may send you a text message inviting you to book your own appointment online – clicking on the link in the message will take you to a booking page so you can quickly and simply book an appointment at a suitable time for you.

Are face-to-face appointments still possible?

Yes! You can still see your doctor in person if that is what is best for you.

Can I book a blood test or nurse appointment?

Yes, you can still book these by calling or visiting us. You do not need to complete the online form for these appointments. You can choose an appointment at a date and time that suits you.

How do I get my test results?

You can check your results using the NHS App. If you are unable to access your results online, please ring 01271 329004 after 2.30pm, as results are not received by the medical centre until later in the morning.

How do I get a prescription?

You can request your medication using the NHS App, via email or by dropping your paper request into the box at reception. We do not accept prescription requests via the online form.

What about my personal information? Is it safe?

Yes, your information is safe and secure. It is stored carefully, and no one can access it without permission.

What is Accurx?

Accurx is an NHS-approved software supplier. Brannam Medical Centre is using Accurx to manage patient requests, request additional information from you and send you messages about your care.

For more information on Accurx visit <https://www accurx.com/patient>

If you have any further questions, please do not hesitate to approach a member of staff and we will be happy to help you.