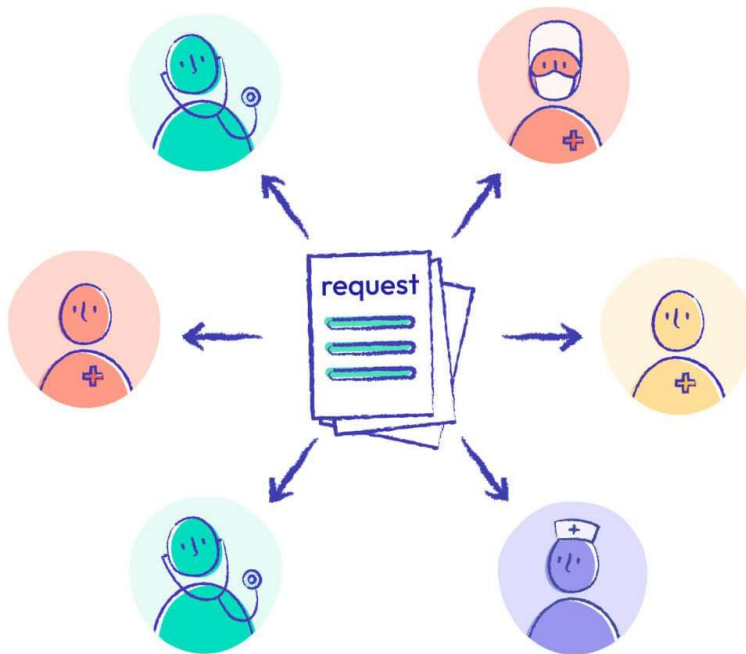




**Park Practice**  
Eastbourne

## Patient Guide for AccuRx Total Triage

Launching 2<sup>nd</sup> June 2026



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Eastbourne Park Primary Care Centre  
Broadwater Way, Eastbourne, East Sussex BN22 9PQ  
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[www.parkpractice.co.uk](http://www.parkpractice.co.uk)

## **New appointment system**

In June, we are changing the way appointments are booked at the practice.

We are moving to what is called a Total Triage model. This means that patients will complete an online request form, which means you will no longer need to phone the practice at 8am or queue for an appointment at the reception desk. Of course, if you are not able to complete the short form online you are still able to call the practice or come in and we can help you complete the form. All requests will be triaged by our team to ensure those with the most urgent medical need will be prioritised, which is a change from the current first-come, first-served model. This ensures we can provide safe and effective care to all of our patients.

We know that the current system, with the early morning rush to contact us, can be stressful and frustrating for patients and staff. Demand for GP services has increased significantly across the NHS, and there have been national changes in how practices are expected to manage appointments. We are adapting how we work to continue providing safe and effective care.

We understand that this new system may feel different, and you may have questions about how it will affect you and your family. We hope the information below will help explain how it works and what to expect.

### **Why are we changing to total triage?**

We are introducing this system to make it easier and fairer for all patients to access care. This means:

- You no longer need to call at 8am to try and get a same-day appointment as all requests will be managed based on medical need rather than the current first-come, first-served system
- Every request is reviewed by a trained team, including clinicians, so you are directed to the most appropriate care first time
- Urgent problems are prioritised and dealt with as quickly as possible
- Many issues can be managed without needing to attend the surgery
- You may be offered advice, a prescription, a telephone consultation, or an appointment depending on your needs.

You may not always be offered an appointment with a GP, as another healthcare professional may be more appropriate for your needs. This helps ensure you are seen by the right person as quickly as possible.

If you would prefer to see a specific clinician, you can include this on the form. We will always try to take this into account, particularly for ongoing problems, although this may not always be possible.

This approach helps us make the best use of our clinical team and improves access for all patients.

### **HELPING US HELP YOU**

We recognise that a total triage system is a very new and different way of contacting us. We are confident that once the new system is in place and working well, it will provide you with a much more efficient and effective way of being able to get in touch with us.

Completing the form is the best way for our clinicians and staff to start your patient journey. The request form, designed by GPs, gathers the information needed for your care. It also allows us to make the most of our whole team and resources. Every patient will receive the same level of attention, no matter how they contact us.

With more people using our website to complete a request, our telephone lines will be less busy. This will improve access to those who need to contact us by phone. GP appointment availability should increase within the first few months as we will be able to make better informed decisions about how best to manage a patient need.

We anticipate that it may take a month or two for the new system to settle in fully, and there may well be some teething problems along the way. We ask for your support, patience and understanding while we all get used to this new way of working.

### How do I book an appointment?

The triage system will operate from 8.00 a.m. every working day (Monday to Friday excluding bank holidays).

Patients will be asked to submit their medical and admin requests via a short online form.

The medical form contains five questions about your medical issue.

You will be able to upload photos as necessary on the online form.

You can access the form from a smartphone, tablet, PC, via the NHS App or via our website [www.parkpractice.co.uk](http://www.parkpractice.co.uk) where you will find it on the home screen. Click on the button which says '**Appointments and online requests.**'

The form has an option to submit a medical query for yourself or on behalf of someone else; for example a child, a relative or someone you care for. Please ensure you provide the patient's details and contact information when submitting the request. We will usually contact the patient directly unless alternative arrangements are clearly agreed.

The form is designed to be easy and quick to complete. At the end of this document is a copy of the form for you to see. You will receive an acknowledgement once you submit your form. You can also choose to have a copy of your request sent to you. Please include as much detail as possible, including how long the problem has been present, any worsening symptoms, and what you are concerned about.

If you are unable to complete the form yourself, our reception team will be happy to help you either over the phone or in person.

Please ensure your contact details are up to date so we can reach you.

### What is the link to submit a medical / admin request?

The link can be found on our website [www.parkpractice.co.uk](http://www.parkpractice.co.uk). On the

home screen, click on the button which says '**Appointments and online requests.**'

**What if I don't have a smart mobile phone or access to a computer or have special communication needs?**

You can still call the practice on **01323 502200** and a receptionist will fill in the form for you.

You can also visit the practice in person and a receptionist can submit the form on your behalf. There is also an iPad available in the practice to enable patients to complete a form themselves.

If you need help completing the form, including if you have communication needs or require support in another language, please let our reception team know. We can assist you and arrange an interpreter where needed.

The requests will be dealt with in exactly the same way regardless of how you have submitted the appointment, as all requests will be reviewed by the appropriate team in the first instance.

**What happens once the form has been received at the surgery?**

Every form received will be reviewed and 'triaged' by the triage team (which includes clinicians). The team will decide how best to proceed with your query.

All outcomes will be based on your clinical need and you will be directed to the most appropriate care. This may include self-care advice, support from a community pharmacist or an appointment with the most appropriate member of the team such as a nurse or nurse prescriber, a Paramedic Practitioner or Nurse Practitioner, an MSK Practitioner or a doctor. If your query is medical and the triage team feel an appointment is appropriate, this will be classified internally and appointments offered within appropriate timescales.

If you have an administration query, such as querying at what stage a referral is, this will be dealt with by the admin team. There are some examples below on what we would be expecting through as admin

requests:

<input type="radio"/> <b>Fit (sick) note</b> A medical statement about your fitness to work
<input type="radio"/> <b>Routine care</b> Including long-term condition and medication reviews, vaccinations and screening
<input type="radio"/> <b>Test results</b> Ask about the results of a recent test
<input type="radio"/> <b>Referral follow-up</b> Ask about an existing referral
<input type="radio"/> <b>Doctor's letter</b> Including private, insurance and educational letters
<input type="radio"/> <b>Other admin request</b>

Please note that we will still accept phone calls for test results and to book appointments with our nursing team for cervical cytology, blood tests, INR, wound care, ear irrigation, ECGs, blood pressure monitoring, diabetic reviews, child immunisations, NHS health checks and vaccinations. However, patients are also welcome to request these via the online form should they wish.

Patients will not be given an appointment at the time their form is submitted but instead, someone from the surgery will make contact once the request has been reviewed.

All medical requests will be reviewed on the same working day wherever possible. Patients with clinically urgent problems will be dealt with on the same day. For non-urgent problems, we aim to provide an appropriate response by the end of the next working day.

Not all requests will require a face-to-face appointment. Many problems can be managed safely by phone, message, advice, or prescription, or by directing you to the most appropriate healthcare professional.

If we are unable to contact you, we may send a message or ask you to contact us. In some cases, you may need to submit a new request.

The practice will prioritise more urgent matters, as you would expect, and in a similar way to how we do now.

If you feel that your problem is urgent and cannot wait, please use NHS 111 for advice.

**If you are very unwell and require immediate treatment, you should call 999 or go straight to A&E as our triage form is not suitable if you have symptoms such as:**

- **chest pain**
- **severe shortness of breath**
- **signs of a stroke (drooping face, speech problems)**
- **heavy bleeding**
- **signs of sepsis**
- **collapse / unconsciousness**
- **seizures**
- **suicidal thoughts or immediate mental health crisis**

Your admin request will be dealt with as soon as possible by the administration team, but this could take up to 48 hours.

### **What is Accurx?**

Accurx is the name of the software we are using to support our total triage model. Accurx is an approved NHS supplier.

### **What about the security of my medical records with Accurx?**

We understand you may have concerns about the security of your medical records when using a new system. Please be assured that your personal information will remain just as secure as it is currently.

Accurx uses encryption to protect data both when it is sent and when it is stored. This ensures that only authorised individuals can access your information. All data is securely stored within UK-based Microsoft Azure data centres.

Accurx complies with strict security and data protection standards set by the NHS and the government. It also undergoes regular independent security assessments to ensure its systems remain safe. Further details about its security certifications are available in the [Accurx Resource Centre](#).

Your request is reviewed by trained staff, not automated decision-making.

### **What happens if all the appointments are booked for the day?**

If we reach our safe working capacity for the day, the medical request form will be temporarily closed. This helps ensure that we can provide safe care and that urgent problems are prioritised appropriately.

If this happens, you will be advised on screen to use NHS 111 for same-day advice. NHS 111 is available online or by phone and can direct you to the most appropriate service.

**Only patients receiving palliative care, or those contacting us about a child aged 5 or under, should telephone the practice once the form has closed.** If you fall into one of these groups and feel the problem cannot wait, please speak to a member of our reception team.

If your condition is urgent or serious, please call 999 or attend A&E.

You may wish to look again online or call back later to see if the form is available again. As the day progresses, more appointments may become available; this situation could arise where not all requests received require an appointment, which frees up capacity.

It will be possible to submit admin requests outside of regular working hours. However, these are unlikely to be responded to outside of working hours. If a patient uses the admin request function for something which should actually be a medical request, the patient will be asked to resubmit their information using the medical form in order that the request can be triaged in the correct manner.

### **Can I submit the medical form before 8.00 a.m.?**

It is not possible to access the medical form before 8.00 a.m. Monday to Friday and the form is not available at the weekend or on public holidays.

You could, however, draft your text in advance and then copy this over to the relevant questions once the form is available in order to save time. Each question permits an answer with a maximum of 500 characters. Online requests can be submitted at any point during the day and triaging will take place throughout the day so there is no need to rush to submit your request at 8am. Medical request forms are only switched off when we reach safe working capacity.

### **Who will contact me?**

You will be contacted by a member of the triage team if you have a medical request, or the admin team if it is an administration request. This will be by telephone, text or email.

If we are unable to contact you, we may send a message or ask you to contact us. In some cases, you may need to submit a new request.

### **What if I need to get a prescription?**

If you need to obtain a prescription or require a repeat prescription, you should use the NHS App where possible. The NHS App gives people who take regularly prescribed medication a quick, easy and convenient way to request their next batch of medicine.

You can send your request through the App at any time of the day or night. Requests via the NHS App or NHS Portal can be processed in just a few seconds as it is directly linked to your records and has no room for error.

See the end of this document or for a '**How to Guide**' on how to use the NHS App.

You are also able to request prescriptions by posting your repeat request slip through our prescriptions letterbox (below the window to the right of the main surgery doors) or we have a table in our reception area with prescription request forms.

Assistance with setting up the NHS App is available at Eastbourne library; an appointment will need to be booked for this. Details are available here: [IT for You - Eastbourne Library | East Sussex 1Space](#)

## What if my request is routine or not urgent?

If you're looking to book something in the future that you don't feel is urgent, you will still be able to submit your request using the medical request form as long as we have capacity. We offer same day appointments where the medical issue needs to be dealt with on the same day but our triage team assess all forms in the same way and you will be offered an appointment, or given advice regarding help from elsewhere, within the most appropriate timescale for your issue.

You may be able to seek assistance from a pharmacist. Pharmacists are highly trained healthcare professionals, with five years training and spend a high percentage of their time assisting patients with minor conditions and they are now able to prescribe antibiotics and other medication under the Pharmacy First scheme.

- Sinusitis (aged 12+)
- Sore throat (aged 5+)
- Earache (acute otitis media, aged 1–17)
- Infected insect bites (aged 1+)
- Impetigo (aged 1+)
- Shingles (aged 18+)
- Uncomplicated UTI (women aged 16–64)

Not all cases of the above conditions can be dealt with by pharmacies. You can check whether it is likely that a pharmacist can help you by clicking [here](#).

Pharmacists can also give advice on other medical ailments such as:

acne, spots, pimples, athlete's foot, cold sores, blisters, corns, calluses;  
conjunctivitis (2 years+), dry eyes, sore eyes, watery eyes;  
head lice, thrush, worms, mouth ulcers, oral thrush, piles, skin rashes,  
scabies;  
sunburn, hayfever and allergies;  
failed contraception (16+);  
indigestion remedies;  
diarrhoea and tummy bugs;  
eczema/dry skin;

headache or migraine;  
cold and flu symptoms, sore throats, warts and verrucas.

You are able to discuss your symptoms with a pharmacist.

We would not usually expect to prescribe the following items as these are usually readily available from pharmacies.

- Cream/medication for thrush
- Cough and colds medication
- Common pain killers such as paracetamol and ibuprofen
- Head lice/worms treatment
- Hayfever and allergy treatment
- After sun/sunburn
- Calpol/ibuprofen for children
- Indigestion remedies
- Moisturisers

**I have listed the best times to contact me on the medical form, will you be able to keep to these?**

We will do our best to contact you at your preferred time but we cannot guarantee to do this in all circumstances.

**How do I book in for a blood test?**

You can phone the practice as normal to book in a blood test, or book directly in if you have been invited or have a hospital request form. If you are requesting bloods due to new symptoms or concerns, please complete a medical request form.

**How do I get my test results?**

Most test results are available on the NHS App. You are likely to be directed to use the NHS App to see your test results. If you require further information about your results, please submit your questions using the admin form.

We can usually only provide results of tests that we have ordered for you directly. If you have been referred to a hospital department and they

initiate tests, then we will not be able to access these results unless they write to us with this information. You would need to contact the relevant hospital or clinic you were referred to for the scan to obtain your results.

### **What if I have a condition which requires regular or long-term monitoring?**

If you have a condition which requires long-term monitoring, with perhaps six-monthly blood tests for instance, you can request appointments for these on the admin form.

### **How can I book an appointment with a nurse or HCA for a dressing or chronic disease review?**

Please submit your request using the admin form advising what you need.

### **What if I need to cancel an appointment?**

You will need to call the surgery on 01323 502200 and inform the reception team or you can cancel by way of the NHS App or via your SMS appointment reminder. **It is very important that you do this as it will allow that appointment to be used by someone else.**

### **How will you be communicating the change to the way of working for all patients?**

Comprehensive information regarding the changes will be published on our practice website: [www.parkpractice.co.uk](http://www.parkpractice.co.uk).

We are also displaying various posters around the practice, including on our television screen in the waiting room, and our phone message will be updated announcing the change.

Patients who visit us in person on or after 2<sup>nd</sup> June will be advised that their request will need to be submitted via either a medical or admin form (either completed by themselves or a receptionist on their behalf).

### **Can you summarise whether I need to submit a medical or admin query?**

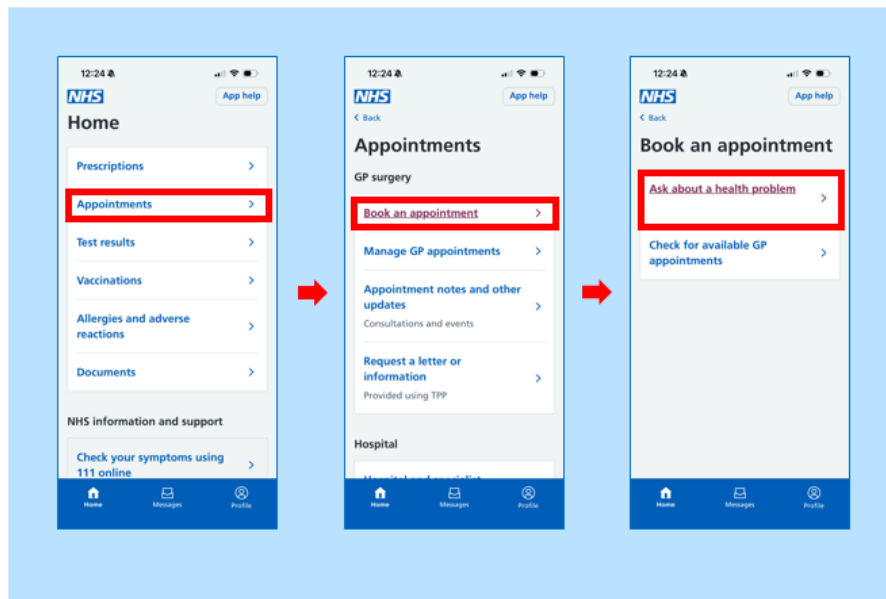
Below is a non-exhaustive summary of whether you would need to complete the medical or admin form on Accurx.

Medical Form	Admin Form
Requiring a GP appointment	Where's my referral?
Musculoskeletal issues	Fit note (unable to work certificate)
Help with mental health	Medical insurance forms
	Travel and life insurance forms
	DVLA / blue badge summaries
	Travel vaccinations
	Requesting vaccinations
	Requiring a doctor's letter

If a patient uses the admin request form for something which should be a medical request, the patient will be asked to resubmit their information using the medical form in order that the request can be triaged in the correct manner.

### Navigating via the NHS App

NHS App Navigation to Accurx Health Problem Form



## How the online form looks

**Please describe the medical problem**  
For example, I have back pain

Type response here

500 characters remaining

**+ Attach a photo (optional)**

**How long has this been going on for? Is it getting better or worse?**  
For example, 2 weeks, it is getting worse

Type response here

500 characters remaining

**Have you tried anything to help?**  
For example, I have tried physio which helps a little

Type response here

500 characters remaining

**Is there anything you are particularly worried about? (optional)**  
For example, I am worried about it affecting my work

Type response here

500 characters remaining

**How would you like us to help?**  
For example, I would like help to manage my pain

Type response here

500 characters remaining

Please provide as much detail as possible when you submit your form to make the best use of the triage process and help avoid the need for follow-up requests for additional information.

## Ordering prescriptions through the NHS App

**Step 1-** Download the NHS App

**Step 2-** Create login

**Step 3-** Under services, select 'Request repeat prescriptions'. Your preferred pharmacy, may be displayed at this point: please check these details are correct before proceeding.

**Step 4-** Your existing medicines available for request will be listed. Select the medicines you want to request.

***NB. You are only able to order repeat prescriptions. Non-repeat prescriptions are one-off medicines you may have ordered before. You will need to submit a medical request form to order non-repeat medications, as this service is unavailable through the NHS App***

**Step 5-** Your prescription request is confirmed and will now be seen by our team who will be able to review your request. Once the prescription is approved, it will show as 'issued' on your order summary screen and will be sent through to your nominated pharmacy. Your pharmacy will advise when your prescription is ready to collect - contact them directly with any queries. Your prescription will usually be ready for collection by the fifth working day, if not before.

Here is a video guide relating to order prescriptions that may prove useful if you're not familiar with the NHS App:

<https://www.youtube.com/watch?v=NpRemBNmNqM>