Patient Triage

Patient facing engagement and training communications

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Patient Triage engagement for patients
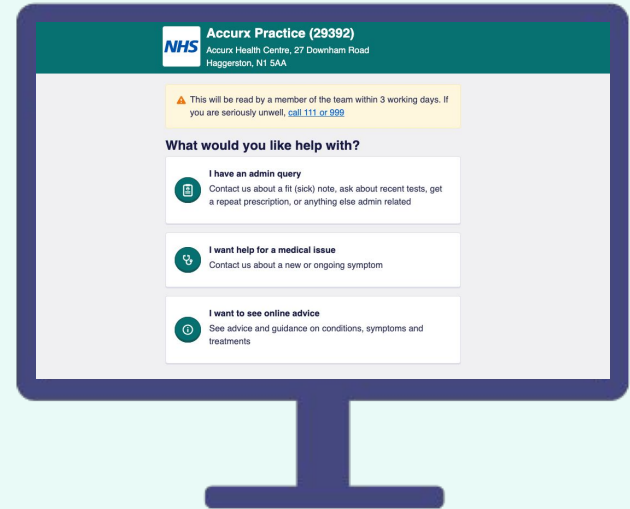
- [Templated communications about Patient Triage](#)
- Patient facing poster (next 2 slides)

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We're now using Patient Triage for online consultation

This means if you have a non urgent admin or medical query, you can contact the practice online!

How do I use Patient Triage?
- Open the link from our practice website
  (There's no need to download an app or create an account!)
- Select either admin or medical request
- Confirm this is a non urgent request
- Write the request to the practice, giving as much information as possible
- Tell the practice how you want to be contacted
- Enter your details
- Press submit!

NHS Accurx Practice (29392)
Accurx Health Centre, 27 Downham Road
Haggerston, N1 5AA

⚠ This will be read by a member of the team within 3 working days. If you are seriously unwell, call 111 or 999

What would you like help with?

I have an admin query
Contact us about a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related

I want help for a medical issue
Contact us about a new or ongoing symptom

I want to see online advice
See advice and guidance on conditions, symptoms and treatments

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Contact your GP online

Get in touch with your GP online for a quick, easy way to get the help you need.

1 Send a request into your GP practice

2 Your GP works out how best to help

3 You will be contacted soon

✔ Make requests in your own time
✔ Avoid telephone queues
✔ Instantly access NHS self-help resources
✔ Available on the **NHS** App

Visit your GP Practice's website or the NHS App and send a non-urgent query into your practice.

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Please find a link to download this PDF poster here!

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Patient Triage training for patients

- [Patient guide to Patient Triage](#)
- [Patient video guide to submitting a non urgent medical request](#)
- [Patient video guide to submitting a non urgent admin request](#)