

Dear Patient of Narrowcliff Surgery,

As your GP team, we would like to share some important updates about how we are managing patient requests and appointments at Narrowcliff Surgery.

We now operate from **08:00 to 18:30, Monday to Friday**, for both telephone and online access.

Our aim is to provide consistent same-day access for urgent problems while continuing to offer routine care safely and efficiently, with continuity from your regular GP or team member.

To make sure everyone receives the right help at the right time, we use a **triage system**. When you contact the surgery, you'll be asked to provide some brief information about your symptoms or concern.

You can do this either through our **e-consultation (Accurx)** system or by speaking with our trained administrative team on the phone.

Our preferred route for contacting the surgery is **e-consultation**. It's quick, secure, and allows you to send your details directly to our team.

This helps us manage requests promptly and allocate appointments based on clinical urgency.

If you're unable to use e-consultation, our administrative team will take your information and ensure it reaches the appropriate clinician.

These staff are trained in care navigation and work closely with our doctors to make sure all requests are handled safely and fairly.

It's important that you provide enough information about your condition so we can triage it appropriately.

If you request an emergency or same-day appointment but do not wish to share any information about your symptoms, **we will not be able to book an appointment**.

This is a safety requirement to ensure urgent care is directed to those who need it most.

Why we use this system

Demand for GP services has risen sharply. Each week, Narrowcliff Surgery handles:

- Over **650 online e-consultations**,
- Over **1,800 incoming telephone calls**, and
- More than **2,000 clinical appointments** across our GPs, nurses, pharmacists and social prescribers — plus hundreds of prescription and administrative requests.



Narrowcliff Surgery

This level of activity is higher than ever before. The triage process allows us to manage this safely, ensuring that serious problems are identified quickly and that every patient is directed to the right clinician.

These systems will only succeed with both the **engagement of our patients** and the **continued hard work of our staff**.

By sharing information openly, using e-consultation whenever possible, and showing kindness to our team, you help us keep the service safe, fair and responsive for everyone.

We understand that discussing your symptoms can sometimes feel difficult, but please be assured that all information is treated in confidence and used only to ensure your safety and appropriate care.

By working together — patients providing clear information and our team responding swiftly — we can continue to deliver safe, effective care for all those registered at Narrowcliff Surgery.

Thank you for your understanding and cooperation.

Kind regards,

The GP Partners

Narrowcliff Surgery