

Has your GP surgery changed how you book appointments?

Are you wondering ...

Why do a lot of GP practices now ask for a form to be filled in online before you can book an appointment?

Many GP surgeries are now asking people to fill in a consultation form on their website or on the NHS app to book appointments. A team of health professionals at the surgery will look at these and decide what is the best next step for you.

This is called Triage and aims to help make sure the people who most urgently need to be seen get seen first, and to make sure you get the help you need by the best health professional. It also means that, if the team think they can help you without you having to go to the surgery, then they will give that help too. So, this is a new way of working to get used to but should be better for everyone.

What should I do if I can't fill in the form?

You can still ring the surgery and ask them to help you. They will ask you the questions and fill the form in for you over the phone. The form will still go to the doctor for them to decide when and who you should have an appointment with.

They will not be able to give you an appointment time when you are on the phone but call you back after the doctor has looked at the form.



What should I do if I don't have the NHS app?

Most surgeries have a consultation form on the website, so you don't have to have the NHS App. The NHS app is useful, so if you want an NHS app you can ask someone who knows you well to help you set this up. You do need Photo ID. If you don't have photo ID [a passport or driving licence] then your GP surgery will be able to help you.

Download the app and then ask your surgery for help.

They will print out some codes, but if you have nobody to help you use the codes then ask the surgery staff to help you.