

Davenport House Surgery

TOTAL TRIAGE

A NEW APPOINTMENT SYSTEM FOR BOOKING A GP APPOINTMENT

On 1st October 2025, Davenport House Surgery will be moving to a new improved way of access for patients called **TOTAL TRIAGE**. The partners have not taken this step lightly and have done considerable research working with other local practices who are already using this mode of access successfully to ensure that the new system will work well for our patients. Total Triage has been designed to facilitate equity of access to care.

All patients requesting an appointment or who have a query for their GP, will be asked to complete the 'contact us' online form on our website homepage www.davenportsurgery.co.uk

Many of our patients are already familiar with this form of access and for them it will not be a significant change. If you are one of these patients, what you will notice, is that changing to total triage should result in increased accessibility to the online form during the practice opening hours.

However, we do understand that there are some patients who for whatever reason do not have or find internet access challenging. We know that for this group, the only way you may have been able to access the surgery is through our reception team by phone or by visiting the surgery. For this group of patients we know that this will be a significant change and understand that you may feel anxious at the prospect. Please be rest assured that we have not forgotten you and want to reassure you that for those patients who need help with access, our reception team will be very willing to assist you by filling out the online form on your behalf. You can still contact them just as you have done in the past by phone or by visiting the surgery.

All online requests submitted however they come in will be directed to a central inbox which will be manned by the triage team and assessed by a GP. The clinician rather than a member of our administrative team will be the one to decide from the information you have given them on the form, the best way to assist you.

Data from other practices both national and local has shown that adopting this system avoids the 8am rush for appointments and results in increased patient satisfaction and better outcomes for patients. **Our aim is for you to have your request assessed by someone with clinical expertise such as a GP to ensure that if you need advice or an appointment you are getting the right appointment or advice from the right person at the right time.**

Please note that at present this change will not affect requests for nurse appointments which will continue to be dealt with by our reception team as before.

Kind regards

The Partners of Davenport House Surgery

Please see the resources below which you may find helpful

FAQ – New Way to contact Surgery



Online consults

