

# Very Important Changes To Dr Khuroo's Practice!

Please note from the **1<sup>st</sup> June 2026**, All requests for GP Appointments will have to go through a triage system - this is for every patient registered at Dr Khuroo's Practice!

## How Will Triage Work?

You will **no longer** have to **wait at 8am** to call the surgery for an appointment at Dr Khuroo's Practice.

**All GP appointment requests** will be first reviewed by a **clinician** through our **new online triage system**, via our website.

Patients will be asked to complete a **short form** describing:

- **their symptoms, problem or query**
- **how long the issue has been present**
- **any concerns or important information**

This information is **reviewed** by the **clinical team** so patients can be **directed** to the **most appropriate care safely and efficiently**.

**Requests will be prioritised by a traffic-light system:**

● **RED – Urgent (Same-Day)**

**Same-day** or **urgent medical problems** requiring prompt review.

● **AMBER – Soon**

**Problems** needing **assessment** within the next few days.

● **GREEN – Routine**

**Routine** or **ongoing problems** that are **safe** to be **reviewed** within approximately **7 days**.

This helps **GP's** to **prioritise patients safely**, **improve access to urgent care**, **reduce telephone waiting times** and ensure the patient sees the **right clinician**, at the **right time**.

## Frequently Answered Questions (FAQ's)

We understand this change may come as a new way to book GP Appointments so we have compiled a few FAQ's for patients.

### Why is the surgery changing to online triage?

In line with NHS and ICB guidelines to improve patient access, online triage has been implemented to review patient requests and direct patient care to the most appropriate clinician.

### Will I still be able to speak to someone?

Yes, our reception team are on hand to answer you questions and help you fill out the online triage form too!

### Will I still be able to see a GP?

Yes, if a GP appointment is deemed appropriate, it will be allocated and arranged after the review.

### How quickly will I be contacted?

All requests submitted on the day during our core hours will be reviewed by the GP and an appointment will be given based on the patients needs and conditions.

## Can't Go Online?

We understand that **not all patients** can use **smartphones, computers, or online services**. We also understand patients may have **reasonable adjustments, certain conditions** which may also **prohibit them** from **completing this triage**.

If you **cannot complete** the online form:

- **Call our reception team and they will be able to assist in filling out the form.**
- **Speak to reception**
- **Ask a family member or friend to help assist you in filling this**

We understand this may be a **difficult transition**, however we are making this as **easy as possible** to ensure there is **no delay** in the **care** that you **receive**.

**YOU WILL NOT BE REFUSED CARE IF YOU CANNOT GO ONLINE.**

Please tell us if you need:

- **translation support**
- **large print information**
- **other accessibility support**