

# From Monday 3<sup>rd</sup> July

## A better way to request support from your Practice

### How will we do this?

- We will operate a new system, which will apply **however you contact us**; whether it's online (via PATCHs using the NHS App or our website), in person or by phone
- You will need to provide the same information however you contact us and this will be reviewed by **our Triage Hub** – as skilled team including GPs and Advanced Clinical Practitioners
- If you can, please **complete your request online** as this will free up the phones and our staff for patients who need more support
- If you ring us you can use our automated system called **Telephone Assist** and be guided through the process or you can speak to a member of our team
- If you visit the surgery, you'll be asked to **fill in a paper form**. If you are unable to do this yourself a member of staff will help you
- Staff in our **Triage Hub** may contact you to ask for more information
- Once our Triage Hub team decide on the best option, **you will be contacted** either to make an appointment or be provided with advice and guidance. You may be directed to another service that is more appropriate for your care
- **We will contact you** by phone or by sending a text message
- The online form to send in clinical requests will be available **weekdays from 8am**

For more information and detail, please visit our website at [www.diamondmedicalgroup.nhs.uk](http://www.diamondmedicalgroup.nhs.uk)