### **Selsdon Park Medical Practice**

### **The way you will access your GP is changing from Wednesday 9th July 2025, as we adopt the NHS’s Modern General Practice model.**

### **Frequently Answered Questions**

### **1. What is Modern General Practice?**

From 9th July 2025, all appointment requests and clinical queries will start with an **online consultation form**. This is known as **total digital triage** and is part of the **Modern General Practice model** supported by the NHS.

You will submit your request via our website ([The Selsdon Park Medical Practice](https://www.selsdonparkmedicalpractice.nhs.uk/)). A GP will review it and decide on the most appropriate care - be that a same-day or less urgent appointment, phone call, or another service.

### **2. Why are we doing this?**

This change ensures everyone gets a **safer** service as clinical requests will be screened promptly by a GP as they come through.

It also allows a **fairer service** as appointments are allocated based on clinical need, not just who calls first.

GPs may be able to deal with some queries as they come through without a formal appointment. They can also signpost some queries to other professionals better placed to manage them eg. pharmacists, physiotherapists, social prescribers. It therefore **frees up GP appointments** for those who need them.

Data from practices adopting this model show a majority of patients and staff prefer it as it improves demand management and leads to higher patient satisfaction. More information about the software used, commissioned by the NHS across Croydon, is here: [Accurx Total triage](https://www.accurx.com/total-triage)

### **3. How do I request an appointment?**

Go to our practice website ([The Selsdon Park Medical Practice](https://www.selsdonparkmedicalpractice.nhs.uk/)) and click on **“Request or cancel an appointment”**. This is also accessible via the NHS App. You can also use the website/app for:

* Medication queries and prescription requests
* Finding your test results
* Fit notes
* Nurse appointments
* Administrative help (e.g., referrals, letters)

The forms will be available **Monday - Friday between 8am - 4pm** and can be completed using a **smartphone, tablet, or computer**.

Outside of these times, in our core hours (weekdays until 6.30pm) you will still be able to telephone the practice for urgent queries in the usual way.

### **4. What if I can’t use the internet or need help?**

Don’t worry. Patients who **cannot go online** or need help can still:

* **Phone the surgery** — our team will fill out the online form on your behalf.
* **Ask a friend or family member** to complete it for you (with your consent).
* **Walk in** to the surgery, where a member of our team can help you with the process.

We are committed to **digital inclusion** and no one will be left behind.

### **5. Will I still be able to see a doctor or nurse face-to-face?**

Yes. If the clinical team decides a face-to-face appointment is needed, you will be offered one. The online form simply helps us **decide the best first step**. For same-day appointments, you will receive a call from the reception team to book this in. For those which are not same-day, you may be sent a self-book link to choose a date and time that suits you.

### **6. When will I get a response?**

For clinical queries sent using the forms between 8am-4pm, you will receive a response from the surgery **the same day**. We will let you know:

* What will happen next
* Who will contact you
* When to expect it

For urgent queries, we will endeavour to respond to you as promptly as possible. In practices currently using this model there is an average time of response from the request being opened by a clinician of just 38 minutes.

### **7. Can I still call at 8am for a same-day appointment?**

No, from 9th July 2025, **we won’t be using the 8am phone queue** for appointments, and receptionists will not be able to book you in an appointment directly. All requests—whether urgent or routine—should start via the **online form** ([The Selsdon Park Medical Practice](https://www.selsdonparkmedicalpractice.nhs.uk/)) or by **calling us if you cannot do it online**.

We would advise patients to use the online forms whenever possible, to allow the phone lines to be freed up for those patients who cannot use online methods.

### **8. Is this safe? What about urgent problems?**

Yes, the system is **safe and clinically led**. Every request is reviewed by a **trained clinician in a triage team**. If your problem is urgent, you’ll be prioritised accordingly.

For **life-threatening emergencies**, you should still call **999**.

### **9. What about home visits or community care?**

These will still be arranged based on clinical need, especially for housebound or vulnerable patients. Use the online form (or call us) to request help, as early in the day as possible.

### **10. Will I still be able to see my regular GP?**

Yes. We recognise the value in seeing a regular clinician, particularly for routine appointments and complex clinical issues. In fact, the Modern General Practice model has been shown to improve provision of continuity of care.

The online form allows you to mention a particular clinician you feel would be best placed to deal with your issue, and where possible, we will try to accommodate this as we currently do.

However, for urgent care requiring an appointment very soon, it may not be possible for you to see your regular GP if they are not available, and it may not be safe for you to wait until they are available - the priority here will be providing urgent clinical assessment by a trained clinician, in one of our three sites, as soon as possible.

### **10. Will this affect how I get repeat prescriptions?**

No. You can continue to order repeat prescriptions through:

* The **NHS App** (preferred and quickest method)
* Surgery Website ([The Selsdon Park Medical Practice](https://www.selsdonparkmedicalpractice.nhs.uk/))
* Your **pharmacy**
* **Please note we cannot take prescription requests over the telephone**

### **11. How will this help me as a patient?**

You’ll benefit from:

* **Shorter waits**
* **More consistent access**
* **Quicker resolution of issues**
* **Fewer wasted appointments**

It is care that is **designed around you**, rather than around queues or phone lines.

### **12. How can I discuss these changes further?**

If you have further questions or queries, we would be happy to speak to you.

Please contact us through the online form (<https://florey.accurx.com/p/H83018>, or email us at selsdonpark.medicalpractice@nhs.net), telephone the surgery to discuss further, or walk in during opening hours to have a chat with one of our friendly members of staff.

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