



**Hanham Surgery**  
33 Whittucks Rd  
Hanham  
Bristol  
BS15 3HY  
**0117 9352 318**

**Oldland Surgery**  
192 High Street  
Oldland  
Bristol  
BS30 9QQ  
**0117 9352 318**

Emergency line—0117 9676 482

### Tell us what you think

We love to hear your feedback good and bad and invite you to let us know what you think! You can do this by completing the online survey available on our website or by using a feedback form available at reception in both surgeries.

We would particularly like to hear what you think of the telephone triage service and any feedback you give will be vital in deciding the future of the service after the initial trial period.

We will of course regularly audit this triage service to ensure it's main aims are being met.

Hanham Health is committed to listening to all feedback and working with patients to develop our services.



**Hanham  
Health**

## Telephone Triage

From 1st July 2013 we will be trialing a telephone triage service within the practice.

This means that if you request a same day appointment with a doctor, our reception team will take some brief details and a doctor or nurse practitioner will call you back.

They will assess your problem over the telephone and may offer telephone advice, a same day appointment (with themselves or another member of the emergency team) or an appointment in the future depending on which is most appropriate. It maybe that you need a blood test arranged, an appointment with a nurse or a prescription issued that does not need a face to face consultation with the doctor.

### Questions we have been asked by patients

#### • **Why is the Practice doing it?**

We are always seeking ways to improve our service to patients and this is one of the many new initiatives that we are trying. Demand for same day appointments has increased nationally and triage is a way of safely managing patients according to their illness or injury. It allows doctors to identify those most in need of same day urgent care.

#### • **Is it to stop me from getting an appointment?**

No not at all—Telephone triage ensures that all patients that need to be seen on that same day are seen by the most appropriate health care professional. It may also save you a trip to the surgery if the doctor or nurse practitioner feels your concern can be handled over the telephone.

#### • **How will it work?**

The triage service will be used for all patients calling the surgery requesting a same day appointment. The reception team will need to ask some details including a reason for your request and we ask that you are as open as possible so that the clinician can be prepared for your call. We are unable to give times that the doctor or nurse practitioner will call you back however they will do so as quickly as they can. We ask that you remain contactable on the number that you have given us. The doctor will also need to speak to the patient involved and not someone on their behalf (unless identified as appropriate for example a parent of a child or a carer). When you speak with the doctor or nurse practitioner, they will decide if you need an appointment on the same day or another day or whether a telephone consultation was appropriate.

### Important notes

- **If your condition changes / deteriorates whilst you are waiting for the doctor to call you back, please let the surgery know immediately**
- **All of the doctors routinely offer telephone consultations. These are different to the telephone triage service and are for patients who require advice about routine matters.**
- **Remember, telephone triage is only for those requesting same day appointments. The booking of routine appointments remains unchanged and these are available up to 4 weeks in advance.**

### Telephones

**As a practice we have a number of telephone lines being answered by a team of reception staff in a back office area. We will always answer your call as quickly as possible. Also, our phone lines no longer close at lunchtime.**

**Sometimes you may not need to call the surgery. Here are some numbers that may help:**

1. **Shaunaks Pharmacy (situated within the Hanham surgery) -  
0117 9673349**
2. **District Nurses—01179 805 747**

**Please can we ask that you call after 2pm for results.**

**You can also visit our website for all the latest information and advice**



[www.hanhamhealth.co.uk](http://www.hanhamhealth.co.uk)