**Total Triage (Appointment & Admin Booking Service)**

**Questions and Answers**

Q 1 - Do you have to download an app?

A – ***No – just go to*** [***www.robertfrewsurgery.com***](http://www.robertfrewsurgery.com) ***website and click on the link.***

Q 2 - Do you have to have a login and password?

A – ***No, whilst on the Robert Frew website just click on the link.***

Q 3 – Once I have submitted a request when will I hear from the surgery about an appointment?

A – ***Once the request has been submitted, it will be triaged by either reception, or a GP and you will be contacted. Please note we aim to contact you within 6hours; however, response can take up to 48 hours depending on the urgency of the request.***

Q 4 - If I miss the telephone call, will they telephone me back?

A – ***Yes, we try a couple of times, if after 2-3 attempts with no contact we will message you to contact us.***

Q 5 – I find the questions do not cover what I want to cover/mention?

A – ***The fields are free text spaces so you can put extra information within these fields.***

*Q 6 – What do I do if I have more than one issue do I submit 2 requests?*

***A – Yes, one triage request per issue please.***

*Q 7 – Do I have to fill in all the triage boxes?*

***A – No, the triage questions are there to guide you. If you do not have anything to add in the box being filling, you can type ‘n/a’ or equivalent.***

*Q 8 – Will I have to wait 2 days for an appointment?*

***A – No, if the GP triages your request and they need to see you quickly, you will be contacted by a receptionist for an appointment either that day or within 1-2 days. If your issue is thought to be non-urgent then you will be advised and booked in later that week or the next.***

***Kind regards***

***Robert Frew Medical Partners***