

**ST MARTINS MEDICAL CENTRE**

**Dr. A. Raj MBBS. MRCGP. Bsc.**

**GPs – Dr K Barai/Dr D Natt/Dr B Vagani/Dr J George/Dr F Qureshi/Dr S Patel/Dr N Sumar**

**Main Surgery\*: 21 Eastcote Road, Ruislip, Middx, HA4 8BE.  Tel: 01895 632410 Fax: 01895 675058**

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**Website:** <https://www.stmartinsmedicalcentre.co.uk/>

**Important Notice:** We want to ensure that all our staff are well-informed. The opening hours for 'St. Martin's Medical Centre' will remain unchanged [8:00am -6:30pm]. PATCHs will be open daily from 7:00 am to 6:00 pm, providing our patients with extended access to our services.

Introducing the 'Total Triage' system, is a step towards significant improvement to the appointment booking system, providing greater accessibility. Here's how it works: Patients start by filling out an online form with their symptoms. If they can't do it online, they can call the practice, and our trained reception staff will fill out the e-Lite form for them. This e-Lite form is a short e-Consult template that our reception team uses to record patient submissions.

All daily e-Consults and e-Lites' are collected for a clinician (a GP/Advanced Nurse Practitioner or any other qualified and trained health care professional) to triage. Once triaged the GP then decides to return one of 5 outcomes:

1. Offer an Urgent Appointment to see the most appropriate clinician at the practice
2. Offer the Same Day appointment to see the most appropriate clinician at the practice
3. Offer Advice on Care and Treatment – send SMS/AccuRX or any other 'Digital Tool.'
4. Offer Sign-Posting to most appropriate clinician
5. Offer an Advance appointment up-to 14 days, according to the clinical needs of the patients.

Introducing the 'vulnerable patient system', a crucial part of our new procedures. Our GPs will identify and create this system to ensure patients are assessed when they need to be seen by a GP. In this system, triage navigators will mark eligible patients with an 'Alert on the MR'. The duty doctor will continue to triage and book patients with the most appropriate clinicians [GP/ANP/Pharmacists/HCA etc.] throughout the day. We also have a pre-bookable system for specific services.

* Baby Immunisation
* Wound Dressings
* Long Term Condition – Asthma, Diabetes, Hypertension etc.
* Clinical procedures like – Cervical Smears, Intramuscular Injections like [B12, Shingles, Flu etc.]
* The 'vulnerable system' includes:

- any child under 2

- any adult over 75

- anyone on cancer treatment

- anyone on palliative care

- anyone with significant mental illnesses

- anyone with a medical need that results in them being vulnerable

- anyone the practice GPs feel to be vulnerable (shown by adding an alert to the patient's notes which allows triage navigators to quickly identify vulnerable patients for the triage doctor to triage by using the e-Lite template).