

WEST BYFLEET HEALTH CENTRE

Smart Triage - A quicker and easier way to request a GP appointment

In January '26, all three GP Practices introduced a new patient triage system called Smart Triage. The aim is to make it easier for patients to access care and help practices manage increasing demand, as more people are contacting us and expecting faster, more personalised support.

One of the main benefits of the new Smart Triage system is that it helps free up GP time. Previously, a GP had to spend part of each day reviewing requests instead of seeing patients. Smart Triage reduces this, which means more GP appointments should be available.

Smart Triage automatically guides patients through a series of questions about their symptoms, whether they contact the practice online, by phone, or in person. Based on the answers, the system safely assesses the request and directs the patient to the most appropriate care option. This could be a GP appointment, another healthcare professional, or helpful advice.

Smart Triage can be accessed online through the practice website or the NHS App. It is available online 24 hours a day during the week from 12:30pm on Sunday to 3:30pm on Fridays. This means patients don't need to wait until the practice opens or rush to contact us on a Monday morning.

How to use Smart Triage

Using the NHS App

- Select “Contact your GP about a health problem”
- Follow the on-screen prompts

Using your GP Practice website

- Select “Contact the surgery online”
- Then “Contact the surgery using an online form”
- Then “Adult medical request”
- Follow the on-screen prompts

What happens next?

- You will be asked a few questions about your symptoms
- You will then be offered suitable appointment dates and times
- You can choose:
 - The appointment type (face-to-face or telephone)
 - A GP (if available)

- You will receive an **email confirmation** of your appointment

Patients who are unable to use the online system can contact the practice in person or by phone during surgery opening hours. A member of staff will help to complete the form.

We understand that this is a change and it is still early days. All 3 practices are monitoring how the system is working for both patients and staff and we will share updates.

More information is available on each practice's website.

WBHC team.