

# Trescobeas Surgery - Klinik Access

Safety, Fairness & Continuity

## Videos:

[Dr Mark Morris - Trescobeas Surgery - Introducing the Klinik Access Tool](#)  
A tool for Safety, Fairness & Continuity of Care

[Dr Mark Morris - Trescobeas Surgery - The Online Platform](#)

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## What is Klinik

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Our aim is to make access to our appointments safe, fair and based on clinical priority.

For these reasons, we are launching our new, NHS approved, online sorting (“triage”) system called Klinik Access.

Triage is the assignment of degrees of urgency to decide the order of treatment for a large number of patients. At Trescobeas, we have had a system of telephone triage for many years. It has enabled the doctor to assess urgency and come to an agreement with the patient about whether a face-to-face appointment is required. The doctor has been able to tailor the length of the appointment according to the complexity of the issue.

However, with increasing demand, unlimited triage has become unsustainable, with the working day becoming longer and more intense. The use of this digital triage tool will ensure continued safe practice and improve access.

### **You can still call us on the phone or attend the surgery**

We appreciate that for some patients, the use of an online tool will not be appropriate. For this reason, **You can still call us on the phone or attend the surgery** between 8am and 6:30pm Monday to Friday to access our care (not including bank holidays). If you have an urgent issue outside these times please contact 111 (or 999 in an emergency).

If you do not have access to an internet device, our reception team will work through the triage tool with you.

The Klinik tool categorises new problems as urgent or routine.

### **Urgent Problems**

We will provide clinical contact as soon as possible, certainly within 24 hours

## Routine problems

We will aim to provide you with clinical contact for a **new** routine problem within 7 days, and we ask you to wait for a response and not submit further requests unless you develop new or worsening symptoms.

For a stable, **ongoing** problem it may take up to 2 weeks to speak to the most appropriate clinician. We will do our best to promote continuity and your clinician will be able to book the follow-up to review your progress.

## How can I make an appointment?

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Over recent months, patients have spent longer waiting on the phone to book an appointment. This has felt unsatisfactory for patients and the reception team. We want all patients to have the same opportunity to access our services whilst preserving the ability to prioritise clinical need.

You will be able to use the online form via our website to submit appointment requests for new medical problems or ask for follow-up. As the screenshot below shows, you will be able to ask for nursing appointments, fit notes, medical reports, and much more.

Using the online form will be the quickest and most efficient way for you to tell us about a new medical problem. Please be assured that the online form is not the only way to access our care. You can still call us or come to our surgery and our reception team will guide you through the process.

Select the nature of your visit

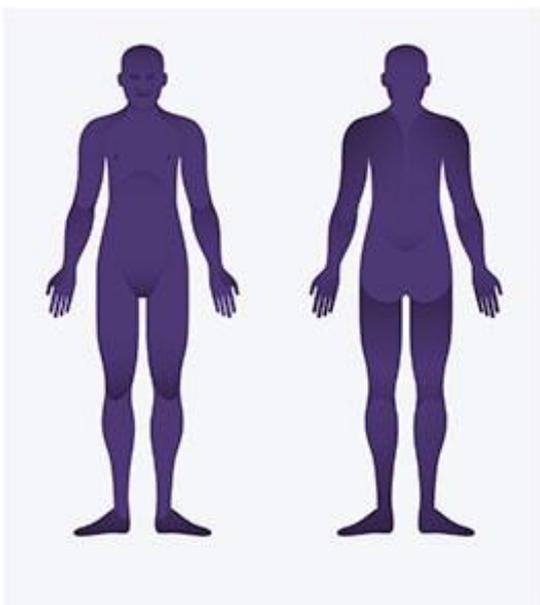
New health problem	Under 12's appointment request	Ongoing health problem	Home visit (Housebound)
I might have coronavirus (COVID-19)	Contraception	Nurse & healthcare appointment	Cancel or rearrange an appointment
Long-term condition query	Medication requests/queries	Sick/Fit notes	Test results
Self care	Community and social support	Update your details	Referral queries

## If you have a new medical problem...

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The system will take you through a series of questions. If you are unable to access or use Klinik online, the reception team will ask you the same questions and will input your answers on your behalf. Depending on the nature of your main symptom you will be asked some further questions. This will help us direct your request to the right person and make sure urgent problems are highlighted quickly. We will have a 'duty team' including an experienced GP reviewing new submissions throughout the day and acting on them as appropriate. This may mean they telephone you for more information, arrange a telephone consultation, send you a text, book a face-to-face consultation or schedule a home visit.

Touch the body map at the location of your main symptom



No location

Select "No location" if your condition is not limited to a particular body area.

Sex  
 Male  Female

Age  
  Years  Months

Duration of symptoms  
  Hours  Days  
 Weeks  Months

## If you want to request a follow-up for a previous medical problem...

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Use the 'ongoing health problem' option if your symptoms haven't improved. You will be asked to fill in some details and you may want to include information about why you need follow-up, who your last appointment was with, and how long ago it was.

### Ongoing General Health Problem

Please use this tile if you are requesting review of a **problem that is no worse than when you previously contacted us** and where there are **no new symptoms**. The team will arrange contact with a clinician. During busy times this can take up to TWO WEEKS.

Please add some detail below: **the last clinician you spoke to about this and the nature of your ongoing issues**.

Continuity is important to us as it helps to provide a smooth care journey for our patients. We will endeavour to book you a contact with the same clinician but please be aware this is not always possible due to a number of factors.

Should your symptoms be getting worse; please navigate back to the home page and select **'New health problem'**. This will enable us to assess the medical urgency of the new or worsening symptoms you have using the online medical tool. Please complete the questions fully. If this is assessed as medically urgent this will be addressed within 24 hours. Should it remain as routine, contact will be within our standard timeframe which is TWO WEEKS. Should you be more concerned or your symptoms worsen in this time please do contact us back or alternatively call 111.

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## Will I be able to see a GP?

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One of our central aims is to prioritise continuity of care. If you have a long-term problem or need routine follow-up with a specific clinician, your query will be reviewed by the team and actioned according to clinical need.

Another strength of this new approach is that we have oversight of all daily requests for appointments and this will help make sure your appointment is with an appropriately qualified health professional. This may not be a GP.

We are lucky enough to have a broad multi-disciplinary team including urgent care practitioners, practice nurses, health care assistants, musculoskeletal practitioners, mental health nurses, social prescribing link workers and clinical pharmacists working at the practice.

## Why did we decide to introduce Klinik?

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The traditional “one size fits all” model of general practice is no longer working. Some patients value continuity of care with a known clinician. Others want quick and easy access to healthcare.

Demands on our clinical team have been significant and increasing.

We are using technology more and more in our everyday lives - video calling to catch up with our families, online banking apps to transfer money to friends, and ordering the weekly supermarket shop online.

We have shared details of Klinik with our patient participation group (PPG) and have incorporated their feedback during the development of the system.

The Klinik tool brings a digital option for patients to quickly and easily input details about their health problems without the need to be on hold for a long period of time. We are confident that Klinik will bring improvements for patients and staff alike.