

# Woosehill Medical Centre

Fernlea Drive, Woosehill, Wokingham, RG41 3DR  
Tel: (0118) 978-8689 [www.woosehillsurgery.co.uk](http://www.woosehillsurgery.co.uk)

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## Accurx Triage Woosehill Medical Centre

**Go-live: Monday 13 October 2025**

From Monday 13 October 2025, we'll be using **Accurx Triage**. This is a new, safer, and more efficient way to contact us so everyone can get the right help, from the right person, at the right time.

**Please note: We are new to Total Triage, and this is what we are planning to implement. The process may change as we learn from patient feedback and adapt to the needs of the practice.**

### What is Triage?

Total Triage means that **every request** - whether medical or admin - starts with a quick online form. This allows our clinicians and Administrators to review your needs, prioritise them based on urgency, and decide the best next step. It's quicker, fairer, and safer for everyone.

You can send us your request: -

- **Online (preferred)** - the quickest and easiest way, available via our website
- **Text message link** - if we send you one
- **By phone** - our team will fill in the same online form for you while you're on the call

Where possible, **please go online**. This frees up our phone lines for those who cannot use the internet and helps us respond faster to everyone.

**Do NOT use the Administration route for Medical Total Triage requests** - this will delay your care. Administration requests are reviewed after Medical requests.

### How Triage works

1. **Tell us what you need** via the form (choose medical or admin request).
2. **A clinician reviews your request** during our normal opening hours (Mon–Fri, 8:00 am - 6:30 pm). *(The period during which the online form remains available for submitting the medical request may vary.)*
3. **We decide the next step** - this could be:
  - A same-day or routine appointment (face-to-face or phone)
  - Advice, prescriptions, tests, or a request for more information
  - Signposting to another NHS service (e.g. NHS 111, Pharmacy First, A&E)

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**Important:** Reception staff cannot give out appointments without a Triage request being reviewed by a GP unless you are looking for a Nursing or Blood clinic appointment.

## How to submit a request video guide

[Patient Flash Demo: How to submit a medical request in Patient Triage | Accurx Desktop](#)

## When can I submit a request?

- **Medical requests:** Mon- Fri, 8:00 am- 6:30 pm (closed weekends/bank holidays). If we can't help, we may direct you to NHS 111, A&E, or another service.
- **Admin requests:** Mon- Fri, 8:00 am- 6:30 pm (closed weekends/bank holidays).
- **If you're abroad:** We cannot give medical advice if you are outside the UK.

## Long-term condition reviews, smears, and routine nursing appointments

For annual reviews, cervical smears, or routine nursing/HCA appointments, please call us to book directly – no Triage form needed.

## Email accounts and requests

From **1 December 2025**, our Secretaries, Prescriptions, and Administration email accounts will no longer handle patient requests. Until then, we will action any requests sent to these accounts, but after that date they will be ignored.

All medical and admin requests (appointments, prescriptions, admin queries, dispensing queries) must be sent via Triage form online, via a text link from us, or by calling our phone lines. Even if you call or come in, our staff will still enter your request into the triage system, and they will not be able to action them directly.

## If you can't use the internet

You won't be disadvantaged - our reception team will complete the same triage form with you, by phone or in person.

## Why we're making this change

- **Improved access** - fewer long phone queues and quicker replies
- **Safety first** - urgent problems identified promptly
- **Right person, right time** - we can direct you to the most appropriate clinician or service

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- **Better continuity** - easier to follow up with the same clinician for ongoing issues
- [As per the NHS guidance](#)

## What to use the form for

**Medical:** New or worsening symptoms - Side-effects from medication - Mental health concerns  
- Blood tests or investigations requested by a clinician

**Admin:** Fit notes, letters, forms - Referral or results queries - Booking with nursing/HCA for checks, reviews, dressings or vaccinations - Prescription queries

For routine long-term condition nursing appointments, you can call us to book your appointments; no triage form is required.

## Quick tips

- Be clear and specific, tell us when it started, how it has changed, and what you have tried
- Upload clear photos if useful
- Submit **one issue per request**

## Privacy

Accurx is an approved NHS supplier. Your information is sent and stored securely and is only used to manage your care. [Accurx | Privacy Policy](#)

## Quick links

- **Start an online request** - LINK AVAILABLE FROM 13 OCTOBER 2025
- **Pharmacy First** - [Find Pharmacy Services - NHS](#)
- **Urgent help when we're closed** - [111.nhs.uk](http://111.nhs.uk) or call [111](tel:111)

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## Document Control Page

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