







### Example scripts for staff for a Total Triage / Digital First Model

#### Key messages to convey to patients:

- eConsult is a more convenient way to get help from your surgery: for your condition, symptoms or for administrative requests
- Using eConsult allows them to explain why they want an appointment - they don't have to try to explain everything within the first few minutes of an appointment
- The practice can then decide how best to help you - you may not even need to come in to the surgery
- After your eConsult, the practice will get back in touch and let you know what the next steps are

Here are some example scripts that your practice can use to promote eConsult to patients. Make sure all members of staff are using it!

	<p>Thank you for calling the practice, we are operating a new system where all patient requests will be reviewed by a clinician/GP to ensure that we are providing a safe and fair service. Therefore, we are asking all those that are able to submit an eConsult online, you can access this from our website or I can send you a text message with the link now.</p>
	<p>Thank you for calling the practice, unfortunately I am unable to book an appointment directly over the phone today, I will need to ask you to visit our eConsult Platform to submit your request. This decision has been made by our GP partners to help ensure patients are seeing the right clinician at the right time.</p>
	<p>Did you know that you could have used our eConsult service? It is available to use through our practice website and might mean you don't have to come into the surgery to get the help you need. You tell us what the practice can help you with, fill out an online form, and we'll get back to you by <i>[the end of the next working day or your own deadline]</i> with the next steps.</p>

	<p>Thank you for calling the practice. If you are ringing to book an appointment, you will need to submit your request online, via our consultation service eConsult.</p> <p>You can access eConsult on our practice website. You tell us what the practice can help you with, fill out an online form, and we'll get back to you by <i>[the end of the next working day or your own deadline]</i> with the next steps.</p>
	<p>The practice has moved to a total triage model, this means that all patient requests will be streamlined through one platform and then triaged by our GP's. We have decided to move to this model to make accessing our services equitable. Therefore, we are requesting those who are able submit their requests digitally via eConsult.</p>
	<p>If you are unable to submit your eConsult online, we can support by completing an eConsult over the phone. However, we are requesting if you are able to submit online that you do so. If we complete an eConsult over the phone we will need to ask a series of questions to help the clinician to triage your request appropriately. Therefore, this will take additional time, and increase phone call waiting time, which will cause delays to those that are vulnerable or unable to submit online.</p>