



CLINICAL TRIAGE GO LIVE

2nd November 2026

A new way
to request an
appointment at
Hazeldene
Medical Centre

We are now using a **Clinical Triage system** for all **GP, Advanced Clinical Practitioner (ACP)** and **Physician Associate (PA)** appointment requests.

This means all appointment requests will start with an **Online Consultation**.

1 Complete an Online Consultation

Tell us about your symptoms or request using a simple online form.



2 Reviewed by a clinician

A clinician will review your request and decide the most appropriate next step.



3 Our Reception Team will contact you by phone or text

We will be in touch with advice and, if needed, to book a routine or urgent appointment.



4 Appointment as appropriate

You may be offered a routine or urgent appointment with a GP, ACP or PA, or alternative advice/support depending on your need.



How to access an Online Consultation



Visit our surgery website and click the **BLUE BOX** for Online Consult.

OR



Use the direct link:

<https://accurx.nhs.uk/patient-initiated/p84067>



**Available 24 hours a day,
7 days a week**

You can complete the form at a time that suits you – perfect to submit before the 8am rush!



Need help?

If you are unable to complete the online form yourself, please call the surgery and our Reception Team will complete it with you over the telephone.

Same care. A fairer, safer and more efficient way to help you.