



Welcome to Sedbergh Medical Practice. We have an online consultation service called Patient Triage that allows you to contact us easily online.

You can access PATIENT TRIAGE by visiting our website [www.sedberghmp.nhs.uk](http://www.sedberghmp.nhs.uk) and clicking on the patient Triage logo, CLICKING On-Line request or using the NHS app.

**Contacting us using PATIENT TRIAGE instead of by telephone has a few advantages for you including:**

- **NEVER use PATIENT TRIAGE for emergencies**
- Getting help quicker from a GP
- No queuing on the telephone
- The ability to submit requests any time day or night (we can only respond during our opening hours)
- The ability to do everything you need to, online consultations, sick notes, checking results etc.
- Submitting requests on behalf of someone you care for
- If the doctor or nurse decides you need an appointment, they will contact you to book an appointment ASAP

**Using PATIENT TRIAGE also has advantages for us including:**

- Seeing your request up front in writing helps us plan our work better.
- It frees up the telephone access for people that cannot use ON-LINE TRIAGE e.g. those with emergency problems or if they cannot physically use the internet
- Helping us deal with the most serious cases as quickly as possible.

Thank you