

How to Complete the Online Triage Form: A Step-by-Step Guide

What would you like help with?

 **PLEASE READ BEFORE COMPLETING THE ONLINE TRIAGE FORM.** This service is intended for routine, non-emergency issues only. Depending on demand, it may take up to 24 hours (week days) for your request to be reviewed. If you require medical advice, please call NHS 111. For medical emergencies, call 999 immediately. If you haven't heard from the practice within 24 hours, please contact the surgery directly. In the meantime, please keep your phone nearby and look out for a response from us via telephone or text message. Please also note: The online triage service is unavailable on weekends and bank holidays. Thank you for your understanding.

If you need more urgent help, call your GP practice. If it's closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

Available options

I have a health problem Available 8am to 6:30pm
Contact your GP about a new or ongoing problem →

I have an admin or routine care request
Available 8am to 6:30pm
Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations →

- 1. Available options:** Choose either 'I have a health problem' or 'I have an admin or routine care request'
- 2. Patient information**
Please input patient DOB and whether the form is for yourself or someone else
- 3. Please confirm, no emergency issues are present**
- 4. Add information about health problem**
Information that would be useful to the Duty Doctor to help decide, based on your details, how soon you require an appointment.:
 - **Please describe the issue in detail**, including a clear summary of your symptoms.
 - **How long have you been experiencing this problem?** Indicate whether it has been ongoing for days, weeks, or months, and whether it is a recurring issue.
 - **How severe are your symptoms?**
 - **Have you experienced a fever?**
 - **Do you feel faint or lightheaded?**
 - **Is your heart racing or beating unusually fast?**
 - **Have you noticed any bleeding?**
 - **Are you experiencing any pain?** If so, please specify the location, nature and type of pain, and severity of the pain.