



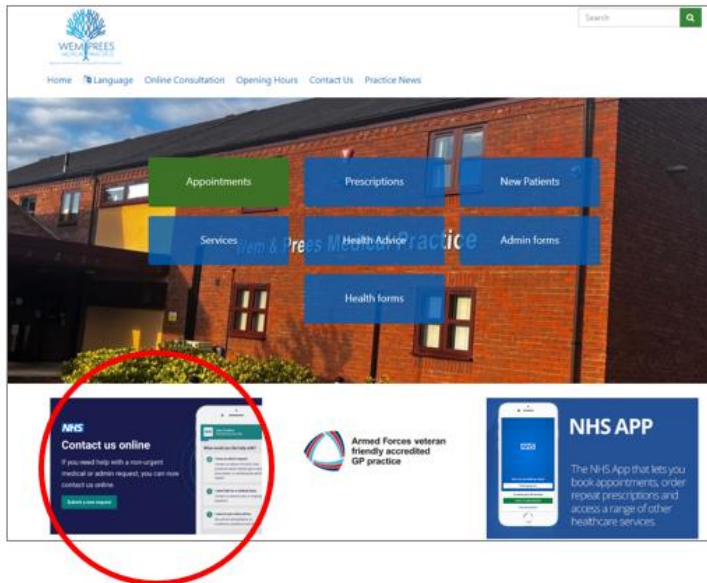
Aspiring to improve the health, well-being and lives of those we care for

A new online booking system called **Total Triage** went live in April 2024 at Wem and Prees Medical Practice.

This simple guide is designed to help you use the system

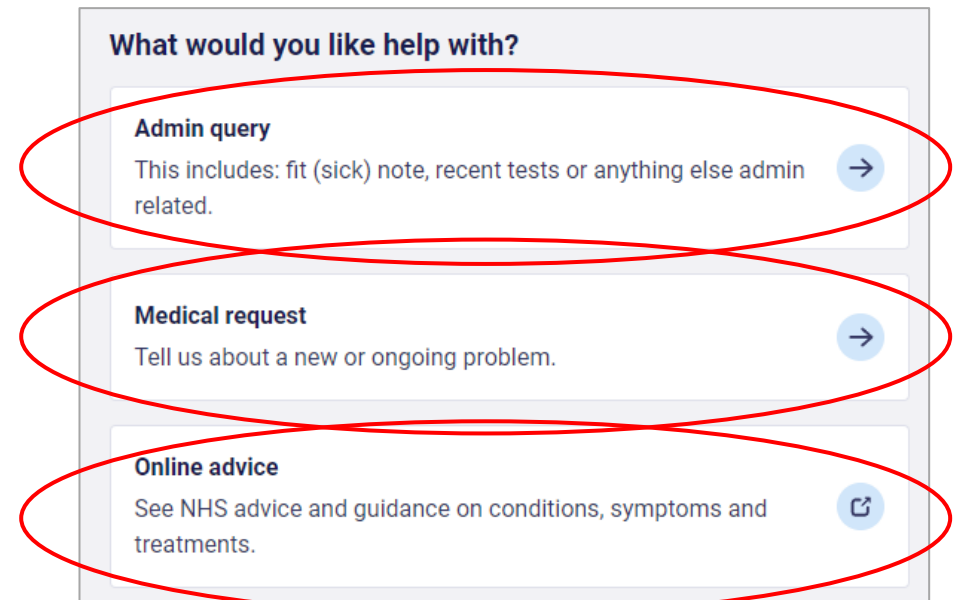
Step 1

If you can, we kindly request you visit www.WemAndPreesHealth.co.uk and click on the 'Contact us online' button as shown here



Step 2

A new page will open, giving you three choices; an Admin query, a Medical request and Online advice



Step 3

If you choose either 'Admin query' or 'Medical request', a new page will appear, and you will be asked to select if the query or request relates to an Adult or Child

Medical Request

Confirm this is not an emergency

Adults Children

Step 4

You will then be asked to check that your query or request does not include a range of symptoms (this list is different for Adults and Children

Step 5

You will then need to press this button to move to the next step

I confirm, none are present

Call 999 or go to A&E now if you or someone has any of these:

- **signs of a heart attack** (chest pain, pressure, heaviness, tightness or squeezing across the chest)
- **signs of a stroke** (face dropping on one side, cannot hold both arms up, difficulty speaking)
- **sudden confusion or delirium** (unsure of own name or age)
- **suicide attempt** (by taking something or self-harming)
- **severe difficulty breathing** (not being able to get words out, choking or gasping)
- **a serious accident, or severe injuries burns or scalds**
- **heavy bleeding** (spraying, pouring or enough to make a puddle)
- **severe injuries** (after a serious accident or assault)
- **a seizure or fit** (shaking, jerking, or unconscious & can't be woken up)
- **sudden, rapid swelling** (of the lips, mouth, throat or tongue)

British Sign Language (BSL) speakers can [make a BSL video call to 999](#). 🗣️

Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

Step 6

You will then be directed to an easy-to-use form to describe what you need help with.

In this example, you are asked to tell the practice about a medical condition.

Note: You can still use the telephone to speak with reception and they will fill out exactly the same form over the telephone.

Step 7

You will then be asked to confirm who the request is being made for

Medical request


Who is this request for?

☒ Myself ☐ Someone else

[Back](#) [Continue](#)

Medical Request

Medical problem

 Make it clear if you are filling this in on behalf of someone else.

Please describe the medical problem
For example, I have back pain

Type response here

500 characters remaining

[+ Attach a photo \(optional\)](#)

How long has this been going on for? Is it getting better or worse?
For example, 2 weeks, it is getting worse

Type response here

500 characters remaining

Medical request

Your details

Provide details so we can identify who this request is for.

First Name

Last Name

Date of birth

For example 26 2 1956

Day

Month

Year

Step 8

You will then be asked to complete a section asking for your personal and contact details

As part of this stage, you will be asked how you would like to be contacted.

How would you like to be contacted? (Select all that apply)

While we do our best to follow your preferences, this may not always be possible

☐ Text message

☐ Phone call

Step 9

If you provide a mobile phone number, you will be sent an SMS message to verify this for security reasons. When you receive the text message, type the code into the box below

Verification code sent to

07700 123456

It can take up to a minute to send to your mobile phone.

Verification code
It should be 6 digits

xxxxxx

Confirm verification code

Didn't receive the code? Try to send it again.

Send verification code

Back


Step 10

Once the code has been accepted, you will see a review screen showing all of the information you have provided. Be careful to read through this carefully before pressing the 'Submit Request' button (you can press the 'Back' button if you would like to change anything)

Review request before submitting

Your request will be sent to:

Wem and Prees Medical Practice
New Street
Shrewsbury, SY4 5AF

 a a

Date of birth: 01/01/1970

Phone number 07700 123456

Postcode: SY4 5AF

Step 11

Your submitted form is immediately visible to the triaging doctor who will review the contents and your recent medical history and offer the most appropriate appointment or advice. Where a face-to-face appointment is booked you will receive a text message or phone call with the details.



**Advanced
Clinical
Practitioners**



GP



Physiotherapist



Nurse



Pharmacist