



Waltham Forest Community and Fhs Ltd



Tel: 020 3376 7043 Web: www.wfcafhs.co.uk

NEWSLETTER: August 2025

Welcome to our special edition newsletter with important information for all patients

21 August 2025

Important Update: Changes to Our Appointment System We are moving to Total Triage from 1st September 2025

Dear Patients,

Following a meeting and guidance from North East London Integrated Care Board and in line with the NHS 10-Year Plan, **we will be moving to a total triage system for all patient appointments starting from 1st of September 2025.**

This is a national NHS project, and all general practices must adopt the system by October 2025. Many have already done so and the feedback is excellent. Waiting times are significantly reduced. Wasting time queuing on the phone or at a reception desk is avoided.

Dealing with all requests in one single process is simpler and more efficient. It allows the entire team to immediately co-ordinate their efforts to give every patient the best possible response.

What is Total Triage?

Triage is the familiar process by which a clinician examines the information that you, the patient, present and decides about the best way forward.

Total Triage is a General Practice workflow where it allows patients to submit their symptoms or requests to their own GP electronically, and offers around the clock NHS self-help information, signposting to services, and a symptom checker, triaged before making an appointment.

You can check health symptoms online and receive on the spot medical advice and treatment guidance thanks to [NHS](https://www.nhs.uk) content. This part of the Total Triage service is available 24/7.

Total triage has been built by NHS GPs for NHS patients, designed to enhance patient access, improve practice efficiencies and signpost patients to the right place at the right time for their care.

All patient requests will be triaged by one of our experienced clinicians who will decide what the best course of action is. Where necessary, we might ask you to answer a few additional questions to help our doctor prioritise those patients who need more urgent care.

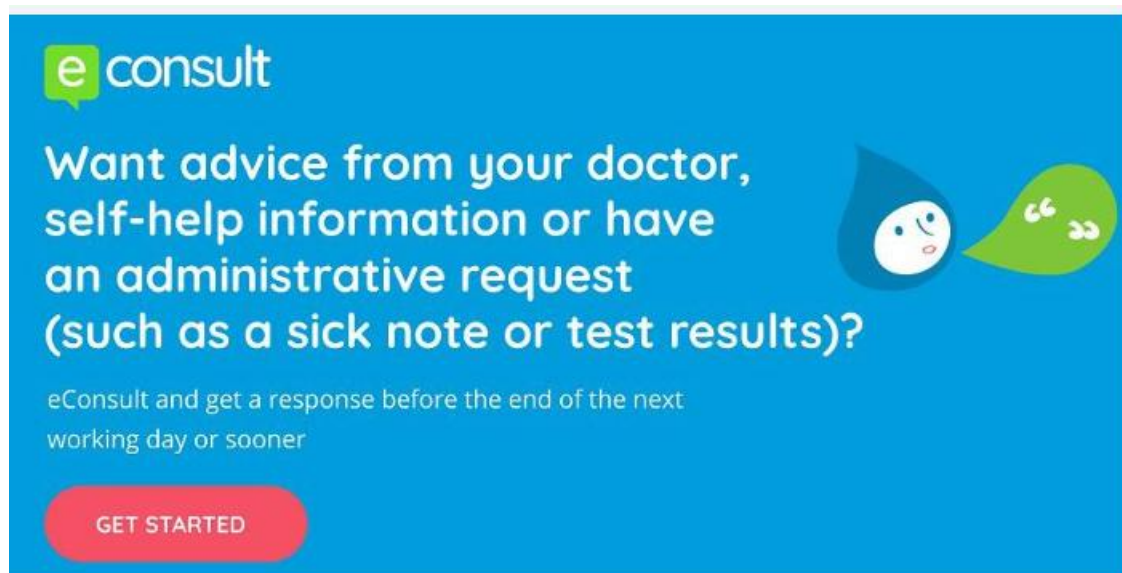
You could be given a face to face or telephone appointment; you could have a reply from the GP with self-care advice, or you could be signposted to a more appropriate service.

We will have three types of appointments:

1. Same day – for emergencies (A link will be sent to your phone to book or a member of staff will contact you to book the appointment)
2. Within 2 days – for patients that need to see or speak to a healthcare professional soon, but not urgently (You will receive a self-book link to book your appointment)
3. More than 2 days – for routine appointments (You will receive a self-book link to book your appointment)

How does it work?

All patients need to submit their request via the surgery's website by filling the 'Get help for any health problem' form (eConsult):



Ideally, patients will submit their own request however we appreciate that this may not be possible for some. If you are unable to use or access the online form then please contact the surgery in the usual way and we will complete the request for you, which will be added to the triage list to be reviewed by the clinician. **This may increase the wait time of course. So, we advise you use the online service if you can.**

After the clinician reviews your request, you will receive

- a link text to book an appointment (which may be same day or a less urgent)
- a call to be offered a same day appointment

- a message with advice from the GP.

Please note that in order for the clinician to triage your request in a timely manner it is very important to provide detailed and accurate information about your symptoms.

For example, if a patient has a cough, it would be much easier for the clinician to triage the request with the following information: 'I have had a cough for 10 days. I have already used over the counter medicine but it is not helping. In the last couple of days my cough has been getting worse and it feels more chesty. I also have a high temperature.'

If the information given is less detailed, such as 'I have had a cough for 10 days', it makes it harder for the clinician to triage, and we will need more information.

The Total Triage service will be open Monday to Friday. During the weekend or bank holidays please continue to use the 111 service or call 999 for life threatening emergencies.

If your problem is urgent but not a 999 issue you still need to complete the online form. Doing that as early as possible in the day will ensure that it is dealt with quickly.

How does Total Triage benefit me?

We know that change can be difficult sometimes, but we are confident that Total Triage will bring many benefits to our patients – for example:

- It's been shown to reduce waiting times, and it enables us to attend to your medical needs more promptly.
- Digital communication means you can engage with us from the comfort of your home or workplace.
- It ensures that limited healthcare resources are allocated to patients who need them most urgently.
- It will address the increasing demand for appointments and reduce the frustration of having to call and be in a long queue at 8am.
- You may not need a trip to the surgery at all because you have been quickly and efficiently signposted to on-the-spot targeted help.
- Reception staff should have more time to help patients who are more vulnerable

All patients wanting advice or an appointment with a GP will have to fill in a eConsult form, there are no exceptions.

Please ensure that the practice has your current mobile telephone number. If you are unable to access the online links, please let the reception team know when you call for an appointment.

As we will be filling the same form online for patients that call the practice, the telephone calls will take longer. Calling in to get them filled in will NOT prioritise your form. Priority is on clinical need only.

We do recognize that some patients may find this change challenging and need more support when it comes to using electronic communication facilities. If you have any questions or concerns, our team is of course still here to offer you help and guidance.

There will be support sessions with demonstrations led by:

Steve G A Maingot, PhD (Hon), MBA, M.Sc., B.Sc. (Hons)
Health Informatics Specialist and Governance
NHS App Ambassador and NHS AI Ambassador

We are grateful to Tyler Alexander and Jason Davies, plus volunteers, joining us from Age UK.

Dates for the support sessions:

Thursday 28th August (2-4pm) - Staff and Friends of the Practice

Tuesday 2nd September (2-4pm)

Thursday 11th September (2-4pm)

Tuesday 16th September (2-4pm)

Thursday 25th September (2-4pm)

The sessions will be drop-ins. A number of volunteers will provide digital help (using your smartphone, security tips, apps, in particular NHS App). See flyer below.

Thank you for supporting us with this new project.

You may like to consider sending any comments to our new **Friends of the Practice Group** (FOPwoodstreet@hotmail.com), who will always respond and/or bring them to the attention of the team at Wood Street.

Yours sincerely

Dr. G. Ivbijaro

TECH HELP IS HERE FOR YOU!

Do you need help using your smartphone or tablet?

Do you need help using the NHS App?

Worried about online safety?

From 1st September all patients will only be able to make appointments via the online app or Practice website.

So, if you need help, drop in to one of our free sessions for friendly help from our staff and volunteers:

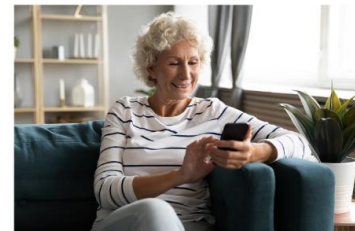
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***PLEASE BRING (CHARGED)
PHONE/TABLET WITH YOU***

WOOD STREET HEALTH CENTRE, LINFORD ROAD E17 3LA



Walthamstow Central
Primary Care Network



WALTHAMSTOW COMMUNITY WELLNESS DAY

18A Orford Road
Community Hub
E17 9LN



Saturday
13 | 09 | 2025

12pm - 3pm

WELLBEING
ACTIVITIES

1 Beulah Road
The Hope Garden
E17 9LG



Explore a range of services in your neighbourhood that
support your health and wellbeing

GP Appointments | Music | Workshops



Further enquiries please email:
sue.kofi@nhs.net

WOOD STREET

THURSDAY WALK!

UP TO 40 MINS WALK, EASY PACE
NO NEED TO BOOK – JUST TURN UP HERE!



**MEET AT WOOD
STREET STATION
11AM EVERY
THURSDAY**

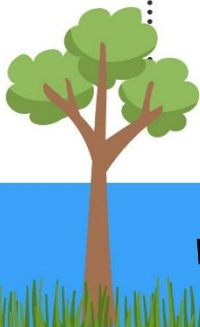


BENEFITS OF WALKING:

1. Burn Calories!
2. Strengthen the Heart: reduce your risk of coronary heart disease
3. Blood Sugar Control: Can help lower blood sugar levels.
4. Joint Health: Walking helps protect your joints, including knees and hips.
5. Mood Enhancement: It can help reduce anxiety, depression, and negative mood.



For more information, contact:
sue.kofienhs.net



WALTHAMSTOW CENTRAL PCN & FEEL GOOD WALKS



PREPARING FOR WINTER WELLNESS

Waltham Forest's **Social Prescribing** Team are excited to be joining the NHS Whipps Cross team at their community day.

Come along for a cup of tea and biscuits to find out what support you can get locally during the winter months, including:

- pension credit & income maximisation
- diabetes and nutrition
- HEET energy and saving on utility bills



Monday 29 September 2025
1PM-2PM

**Leyton Sports Ground
Sports Hall**

Leyton, E10 6RJ

Can be accessed by Crawley Road and High Road.

Buses 69 and 97 stop outside.
Buses W16, 58 and 158 stop nearby.

Want to know more?

Contact the Social Prescribing Team at
social.prescribing@walthamforest.gov.uk

walthamforest.gov.uk





WALTHAM FOREST DIABETES UK PEER GROUP



WHO?

**FOR ANY ADULT IN WALTHAM FOREST WITH A
DIAGNOSIS OF TYPE 2 DIABETES OR PRE
DIABETES. FAMILY AND CARERS WELCOME.**



WHEN?

**WE MEET MONTHLY, EVERY 'SECOND' TUESDAY
OF THE MONTH. 6.00PM-7.30PM**

WHERE?

**THE FIRS MEDICAL CENTRE
26 STEPHENSON ROAD
WALTHAMSTOW
E17 7JT**



Get inspiration from others plus speakers from health and community partners. Find out what is in your local area.

A different topic each month, including nutrition, exercise, and emotional well-being.

Tell us what else you want to explore, meet others on a similar journey, and leave with practical tips for living your best life with diabetes.

NO NEED TO BOOK
LIMITED (FREE) PARKING SPACES

STAY IN TOUCH AND GET UPDATES: WFDIABETES2UK@GMAIL.CO.UK
WWW.DIABETES.ORG.UK



DiABETES UK
KNOW DIABETES. FIGHT DIABETES.
SOUTH EAST COAST AND LONDON